



FIJI REVENUE AND CUSTOMS SERVICE

POSITION DESCRIPTION – SEPTEMBER 2019

POSITION TITLE: TEAM LEADER CONTACT CENTRE OPERATIONS

POSITION NUMBER: L7-008 - Rotational

LOCATION: FRCS HEAD OFFICE, SUVA

REPORTS TO: MANAGER CONTACT CENTRE

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory Service established under the FRCA Act 1998. FRCS is an agent for the State for administration and enforcement of Tax and Customs laws in Fiji. Our Vision is to be a world class revenue Service delivering excellence in revenue collection, border protection, trade, and travel facilitation. Our organizational Values are - One organization; Leadership; Valuing employees; Integrity; Results focus; Partnership development.

POSITION PURPOSE

The role is responsible for overseeing Customer Service Representative who respond to customer inquiries. Contact Centre Team Leader Operation will ensure employees know how to respond to what is being asked and the response will be prompt and accurate.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
Customer Service	<ul style="list-style-type: none"> Leads the support team to provide exceptional customer service with internal and external customers.
Leadership	<ul style="list-style-type: none"> Contact Centre Team Leader Operation usually work regular, full-time hours. If their employer changes shift, they may be called upon to handle those shifts and they need to be available at all times. Contact Centre Team Leader Operation may spend a good deal of time on their feet as they move around to assist and monitor staff members. Contact Centre Team Leader Operation aim to get the best performance possible from those under their charge. To maximize productivity and quality customer care, Contact Centre Team Leader Operation perform a range of primary duties. Handling Daily Operations, Motivating staff, Evaluating Performance and always ensure feedbacks are available. Contact Centre Team Leader Operation are hands-on leaders. They make sure correct procedures are followed and routinely give directions to their staff on what to do and how to improve. When an employee needs help dealing with customer concerns, Contact Centre Team Leader Operation may step in, offer advice, or authorize a special adjustment. Scheduling workers to ensure adequate coverage is also one of their duties. Responding to customer concerns can be challenging or monotonous at times. Contact Centre Team Leader Operation encourage the Customer Service Representatives to take their positions seriously and work hard to build a loyal customer base. They set goals for them to achieve as a way to spur performance and to measure effectiveness.

<p>Core Duties & Responsibilities</p>	<ul style="list-style-type: none"> • Contact Centre Team Leader Operation should monitor how both their group and its individual employees are performing. • Think of ways to increase productivity and customer satisfaction. Their observations may be documented in written reports submitted to higher management. • Good leaders know that Customer Service Representatives often have interesting ideas and perspectives. • Working to build knowledgeable, efficient teams requires outstanding leadership. • Contact Centre Team Leader Operation must be excellent communicators who can clearly direct others while maintaining their morale. • Bringing out the best in others to achieve maximum performance • Following through on inquiries and projects to ensure completion • Managing the performance of others seriously but tactfully • Exhibiting patience in order to appease the most difficult clients • Committing to exceptional customer service • Multitasking with ease to handle the needs of various reps at the same time • Discipline staff, coach and identify areas of improvement.
<p>Partnerships and Customer Service</p>	<ul style="list-style-type: none"> • Work closely with colleagues in FRCS to support the development of a workforce that is capable, adaptable, agile, with a focus on promoting a career in FRCS • Ensure that the highest standards of internal and external customer service is consistently delivered by your Team
<p>Relationship Management</p>	<ul style="list-style-type: none"> • Demonstrate a strong on-going partnership approach to the development of frameworks, supporting initiatives, and delivery of support services to leaders across FRCS • Take responsibility and contribute to projects as allocated from time-to-time ensuring delivery on time to standard using good practice project management principals, templates, and practices
<p>Risk Management and Security</p>	<ul style="list-style-type: none"> • Assist with identification of people and organizational risks, in your area of responsibilities, ensure mitigation strategies are in place and as appropriate, action taken to minimise any actual or potential impact • Support Customer Services with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies
<p>Health, Safety, and Wellness</p>	<ul style="list-style-type: none"> • Promote and support initiatives for high standards of Health, Safety and Wellness across FRCS • Understand and implement your responsibilities and accountabilities with regards to Health Safety and Well-being • Promote compliance with relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives

DELEGATIONS:

As may be delegated from time to time for specific tasks.

PERSON SPECIFICATION

ESSENTIAL Diploma in either Business Studies, or Management from a recognized Institution with at least five (5) years of work experience in a Contact Centre.
Proven experience of working in a contact centre and able to develop and nurture improved performance across the team.
Excellent communication, engagement and development of people skills.
Proven experience in rostering in a Contact Centre environment.

DESIRABLE Diploma in either Business Studies, or Management
Experience in similar role within a large complex Organization

PERFORMANCE COMPETENCY INDICATORS

As the Team Leader Contact Centre Operations, your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report quarterly to the Manager Contact Centre on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

NB: These may change once the FRCS Employee Competencies are finalized.

COMPETENCY	COMPETENCY DESCRIPTOR
Process Management	<ul style="list-style-type: none">• Consistently good at identifying the necessary processes, and organising the right people to get things done• Knows what to measure and how to measure is so that complex processes can be refined and more can be achieved with fewer resources• Can organise resources (people, funding, material, support) and use them effectively to get things done including managing multiple activities at once and recording information and files in a useful manner
Decision Quality	<ul style="list-style-type: none">• Utilises a mixture of analysis, wisdom, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate.• Assist others to make decisions by giving advice and offering solutions and can use his/her time efficiently to make effective decisions even when information is complex, or there are time pressures.
Drive For Results	<ul style="list-style-type: none">• Can be counted on to successfully exceed goals and expectations by consistently be a top performer, continually pushing themselves and others for results
Listening	<ul style="list-style-type: none">• Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees• Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgements or acting
Courage Conversation	<ul style="list-style-type: none">• Is direct and honest in their communication with other by providing timely, complete and "actionable" feedback (positive and critical)

	<ul style="list-style-type: none"> • Takes tough stands and faces up to problems with any person or in any situation when necessary, and take negative action when it is necessary to do so
Intellectual Horsepower	<ul style="list-style-type: none"> • Is bright and intelligent, and deals with concepts, decision and complex information or situations in an efficient manner. • Is intellectually sharp, capable and agile; and is mentally flexible and patient with process, and the ideas of others
Problem Solving	<ul style="list-style-type: none"> • Uses rigorous logic and methods for recognising and solving difficult and/or hidden problems by providing effective solutions; and looks broadly for answers and searching beyond obvious answers for the best solutions. • Conducts high quality and honest analysis of information and data to aid in problem solving
Self-Development	<ul style="list-style-type: none"> • Is personally committed to and actively works to continuously improve self • Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.

Team Leader Contact Centre Operations - Position Description
