



FIJI REVENUE AND CUSTOMS SERVICE

POSITION DESCRIPTION – SEPTEMBER 2019

POSITION TITLE: TEAM LEADER WORKFORCE AND TRAINING

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 support of Contact Centre operational functions that include forecasting, scheduling, and management of day to day performance and service in a multi-skilled Contact Centre operations ensuring there is the right number of skilled staff on every shift to achieve the targets Also manage, design, develop and coordinating training and coaching rosters in the Contact Centre.

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"> Create rosters looking at historical call volume and forecasting the call volume going forward. Handling front and back-office operations, including inbound and outbound communications via phone, email, chat, and ticket management. Implement best practices in workforce management to ensure consistent procedures and data-driven, timely decisions. Workforce Management activities are performed to maximize efficiency while meeting requirements for the organization's vision, mission and customer strategies Ensure the business is aware of the processes. Manages the support team in collaboration with the Team Leader operations.
Core Duties & Responsibilities	<ul style="list-style-type: none"> Lead the Contact Centre planning and staffing process. Analyses contact volumes and patterns. Ensures contact centre and staffing models include accurate, updated information. Captures, stores, and reports on historical statistics (service level, occupancy, forecast accuracy, etc.) and provides root-cause analysis and business impact analysis for all performance variances. Identifies contact volume trends and averages on a monthly, quarterly, and seasonal basis. Reports the workload trends and staffing requirements to management and executive leadership teams.

	<ul style="list-style-type: none"> Utilizes workforce management software and various internal data sources to accurately forecast contacts – both short and long-term – and determine staffing requirements. Establishes and maintains communication channels regarding events that impact contact workload. Communicates necessary adjustments to workforce requirements based on dynamic forecasts; re-forecasts when necessary. Overseeing the customer support team and its individual Customer Service Representative. Design, prepare and order educational aids and materials Assess instructional effectiveness and determine the impact of training on employee skills and KPIs Partner with internal stakeholders and to organise Service Level Agreements Maintain updated training and coaching records. Understanding and rostering knowing staffing at every 10 minute intervals.
Partnerships and Customer Service	<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
Relationship Management	<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
Risk Management and Security	<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
Health, Safety, and Wellness	<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 (3) 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 Workforce & Training, 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) • 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

	<ul style="list-style-type: none">• Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.

Team Leader Workforce & Training - Position Description
