centrecom

Position Description

Vacancy Title: Customer Care Consultant - [Suva]
Location: Suva
Reports To: None

Objective

We are now looking for exceptional talent to join our growing organization and share in the success of this venture. If you are a self-motivated, enthusiastic individual aspiring for a long-term career in a growing organization then we would like to help you in developing your career:

Outcomes

No role outcomes found.

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Quality Focus	Deliver quality.
People	
Problem Solving	Develop practical solutions to a situation.
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes
Desirable		
School Leaving	Year 12 & Year 13 pass	

Work Knowledge and Experience

- At least 1- 2 years of experience in a customer service or hospitality environment is desirable
- Considerable working knowledge of Microsoft Word and Excel
- Commitment towards delivering exceptional service
- Attention to detail, combined with strong communication skills
- Fast learner who can master multiple new systems, with proficiency at multi-tasking and adapting to changing circumstances
- Confidence dealing with high volumes of work across different channels (voice, email, messaging/chat)
- Ability to work independently and as part of a team, and collaborating effectively in a virtual team environment
- Ability to work in shifts and weekends
- Ability to be compassionate towards customers

Requirements

Language Proficiency

- Fluency in both written and spoken English

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments

No interactions found.

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.

Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Empathic	Has the ability to understand somebody else's feelings or difficulties.
Team Oriented	Enjoys being with others as part of a group or team.
Trusting	Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

Thinking Styles

Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

All application to be submitted via the below link. https://jobs.hrmonise.com/details/5156/centrecom-fiji/customer-care-consultant-suvaNov2026

Contact for Enquiries

Contact Name: People & Culture

Contact Email: Vacancy@centrecom.com.fj

Further Contact Information: --

Closing Date: 05 Dec 2026