centrecom

Position Description

Vacancy Title: Customer Care Consultant - Lautoka
Location: Lautoka
Reports To: None

Objective

A dedicated Customer Care Consultant to join our team, where the primary objective is to deliver outstanding customer service, resolve inquiries effectively, and enhance the overall customer experience. Join us in creating memorable customer interactions and contributing to our mission of excellence.

Outcomes

Organisational Stakeholders

1. Customer Service Management

- Handle inbound and outbound customer calls
- Provide solutions to customer inquiries and concerns
- Follow established scripts and protocols

2. Performance & Productivity

- Meet performance targets for call volume and quality

3. Technical Support

- Provide solutions to customer inquiries and concerns

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Information Analysis	Make informed decisions by collecting and interpreting data and information
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.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.

Qualifications

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

Work Knowledge and Experience

Strong communication and engagement skills
Previous customer service experience (preferred)
Strong attention to detail
Ability to work in a fast-paced environment
Computer proficiency
Positive attitude and team-oriented mindset

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.
Enthusiastic	Shows high levels of excitement and interest, and expresses positive feelings.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
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.
Resilient	Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

Empathic	Has the ability to understand somebody else's feelings or difficulties.
Realistic	Shows concern for facts and reality, rejecting the impractical.
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

Decisive	Reaches conclusions, promptly and firmly.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

Please use the link below to apply; https://jobs.hrmonise.com/details/5158/centrecom-fiji/customer-care-consultant-lautoka-1

Contact for Enquiries

Contact Name: Tiana Kitione

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Further Contact Information: --

Closing Date: 26 Nov 2026