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## Position Description

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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

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No role outcomes found.

### Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
<b>Customer</b>	
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.
<b>People</b>	
Problem Solving	Develop practical solutions to a situation.
<b>Professional</b>	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

### Qualifications

Qualification	Discipline	Notes
<b>Desirable</b>		
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 Requirements

- No other required items found.

### Interactions

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Type	Interaction	Comments
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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

Send your resume and updated curriculum vitae outlining your qualifications and relevant experience to the link

### Contact for Enquiries

Contact Name: Farhana Hakim

Contact Email: Farhana.Hakim@centrecom.com.fj

Further Contact Information: --

**Closing Date: 04 Oct 2024**