

Position Description

Vacancy Title: **Part-Time Customer Engagement Officer**

Location: **Suva, Fiji Islands**

Reports To: **None**

Objective

The Customer Engagement Officer will be responsible for managing customer inquiries, engaging with potential customers, and facilitating feedback on FBC's digital products.

Outcomes

Organisational Stakeholders

1. Customer Services

- Respond to and resolve customer inquiries in a timely and professional manner, ensuring a positive and supportive experience.
- Actively engage with potential customers, providing information and guidance about FBC's digital products.
- Collect and relay customer feedback to internal teams (Radio, TV, Sales, News), ensuring that customer insights are aligned with business goals.
- Monitor and evaluate customer interactions to identify opportunities to improve satisfaction and resolve issues effectively.

2. Promote Digital Products

- Inform customers about FBC's digital product offerings, highlighting key features and benefits that align with their needs.
- Tailor product recommendations based on customer inquiries, ensuring relevance and value for each individual or business.
- Utilize various communication channels (phone, email, chat) to maintain consistent and clear information about product advantages.

3. Teamwork and cooperation

- Cooperation with the teams and greater department demonstrated
- Cooperation across departments achieved
- Work collaboratively and achieve the set targets and goals
- Work closely with internal teams (Sales & Marketing, TV, Radio) to ensure that customer needs are addressed and align with business strategies.

4. FBC's image and value standards demonstrated and promoted

- Collaborate with other teams in the organisation for the benefit of the FBC
- Monitor and encourage team members to uphold image and value standards
- Uphold and demonstrate the FBC's image and value

Product's Stakeholders

1. Operational and statutory compliance

- Statutory compliant to laws and regulations
 - Health and safety compliance
 - Environmental compliance
- Operationally compliant to the organisation's policies and procedures

Responsibilities - Key Competencies

Competence

Description

Business

Information Analysis	Make informed decisions by collecting and interpreting data and information
Documentation	Communicate using formal business writing.
Communication	Exchange information through verbal communication

Customer

Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.
Social and Cultural Awareness	Respond respectfully and effectively to people of different cultural and social backgrounds.

People

Team Orientation	Work in a team towards a common aim.
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Competence	Description
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Operational	
Health and Safety	Establish and maintain a safe and healthy work environment.

Qualifications

Qualification	Discipline	Notes
Preferred		
Certificate	Administration	Office Administration
Desirable		
Diploma	Administration	A diploma in Office Administration / Business Administration

Work Knowledge and Experience

- Proven customer support experience or experience
- Customer orientation and ability to adapt/respond
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively
- Ability to work independently and manage time effectively.

Requirements

Language Proficiency

- Excellent command of English

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Management Team	
	All employees	
	HR	
External		
	Customers	
	Suppliers	
	Stakeholders	
	Government authority	
	Clients	

Attributes

Behavioural Styles

- 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

Interpersonal Styles

- Extrovert: Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
- Team Oriented: Enjoys being with others as part of a group or team.

Thinking Styles

Disciplined/Systematic Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.

Holistic thinker Considers issues/situations as a whole rather than analysing or dissecting the parts.

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

How To Apply

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Contact for Enquiries

Contact Name: HR Team

Contact Email: hrteam@fbc.com.fj

Further Contact Information: 3314333

Closing Date: 16 Feb 2025