

Position Description

Vacancy Title: **Customer Service Assistant**

Location: **Suva**

Reports To: **None**

Objective

The Customer Service Assistant role involves providing efficient customer support and ensuring a positive visitor experience. Responsibilities include managing visitor admissions, assisting in the museum shop, and maintaining safety and security. The role reports to the Manager Facilities.

Outcomes

Organisational Stakeholders

1. Visitor admissions effectively managed

- All visitors are promptly and warmly welcomed, consistently reflecting the Museum's values and brand.
- Timely, accurate, and complete information is provided in response to visitor queries. Other queries are fielded to appropriate staff, and timely callbacks or responses are ensured for querying visitors.
- Relevant museum services and activities are duly explained and advertised to pique visitor interest and encourage participation.
- Knowledgeable and accurate information is provided to visitors regarding the layout of the Fiji Museum.
- Visitor admissions are processed efficiently, and sales are balanced accurately at the end of every shift.
- Visitor safety is diligently ensured by providing accurate and timely instructions for their awareness and information.
- Security and safety of the museum collection are ensured.
- Invigilation is conducted throughout museum galleries as required and/or according to rosters.
- Tidiness of the admissions desk and shop counter is maintained

2. Efficient Museum Shop services provided

- Visitors are warmly greeted and made to feel welcome as they enter, ensuring a friendly and inviting atmosphere from the moment they arrive.
- Effective and efficient assistance is provided regarding merchandise queries, demonstrating knowledge of products and their history.
- Creative gift-wrapping services are provided.
- Shipping and courier options are made available for customers.
- Shop presentation is consistently managed, ensuring an attractive merchandise setup.
- Sales entries are conducted diligently with special attention to detail. Sales are accurately balanced against transactions at the end of every shift and systematically recorded.
- Till balance is conducted diligently and systematically recorded. Float is managed efficiently, ensuring sufficient funds for change.
- Any variances in the sales balance sheet are reported to the Manager Facilities and accurately recorded.
- Banking procedures are diligently followed.
- Visitor safety and well-being are ensured while ensuring the safety and security of the museum shop and its contents.
- Stock take is conducted on a daily basis as directed by the Finance Manager.
- Stock supply is diligently monitored and reported, with timely restocking of merchandise ensured

3. Fiji Museum's image and value standards demonstrated and promoted

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

4. Teamwork and cooperation

- Cooperation within the team and greater function / department
- Cooperation across functions / departments
- Work collaboratively to achieve the set targets and goals

Responsibilities - Key Competencies

Competence

Description

Business

Information Analysis	Make informed decisions by collecting and interpreting data and information
Communication	Exchange information through verbal communication

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.

Competence	Description
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.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.

Professional

Financial Application	Apply financial principles and practices.
Mathematical Reasoning	Apply mathematical reasoning.
Technology Application	Apply technology.

Operational

Health and Safety	Establish and maintain a safe and healthy work environment.
Stock Control	Acquire and monitor stock to meet business needs

Qualifications

Qualification	Discipline	Notes
Preferred		
Certificate	Business Administration	Customer service certification is preferred

Work Knowledge and Experience

- 2 years customer service experience and sales and retail experience
- Strong verbal and oral communication skills and the ability to interact with visitors from diverse backgrounds
- Stock control and replenishment
- Demonstrated proficiency in retail and admissions software. Strong computer skills
- Previous experience in customer service, retail, or a similar role, preferably in a museum or cultural institution.
- Proficiency in using point-of-sale (POS) systems and handling cash transactions.

Requirements

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Facilities Manager	
	Customer Service Officer	
External		
	Museum visitors	
	Customers	

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.

Interpersonal Styles

Extrovert	Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
Forthright	Speaks out frankly without hesitation, showing a direct manner.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

- Conscientious Demonstrates a sense of right and wrong and a personal obligation to do the right thing.
- Disciplined/Systematic Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
- Well organised Controls tasks in a well thought out and critical manner.

How To Apply

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Contact for Enquiries

Contact Name: Grace Naleba

Contact Email: grace@maxumise.com

Further Contact Information: --

Closing Date: 25 Feb 2025