

Position Description

Vacancy Title: **Customer Care Consultant - Suva (IWS)**

Location: **Suva**

Reports To: **None**

Objective

Pacific Centrecom promotes growth for all of its employees by providing opportunities for growth. We want you to be successful at Pacific Centrecom, and we will strive to provide succession planning as well as development opportunities where possible. Employees of the company now have a wonderful opportunity to take advantage on.

Outcomes

Organisational Stakeholders

1. Customer Service Excellence

- Provide exceptional customer service experiences through personalized support to internal and external customers
- Demonstrate strong communication skills in handling sensitive/emotive customer interactions
- Manage difficult customer situations with professionalism and empathy
- Generate solutions by proactively thinking alongside the customer
- Communicate effectively via phone and email with high accuracy and responsiveness

2. Operational Performance and Problem Solving

- Work autonomously while supporting team objectives
- Utilize exceptional attention to detail in customer service environments
- Apply problem-solving and investigation skills to resolve customer questions quickly
- Develop prioritization skills to identify what to perform first and foremost
- Manage multiple customer requirements simultaneously
- Provide consistent service during variable shift schedules including weekends

3. Professional Development and Team Collaboration

- Maintain ongoing learning and self-education commitment
- Build strong team player capabilities
- Support and interact effectively with colleagues
- Continuously improve customer service expertise
- Adapt to Microsoft Office environment with increasing proficiency

4. Compliance and Loyalty Development

- Implement and adhere to Service Level Agreement standards
- Identify and fulfill customer needs consistently
- Contribute to building long-term customer loyalty
- Apply negotiation skills to achieve positive outcomes
- Demonstrate strong verbal and written communication in all customer interactions

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

- High attention to detail coupled with demonstrated problem solving and investigation skills.
- Ability to multi-task and prioritize in identifying what to perform first and foremost.
- Strong negotiation and excellent communication skills: verbal and written.
- At least 1- 2 years of experience in a customer service environment is desirable.
- Considerable working knowledge of Microsoft Word and Excel.

Requirements

Language Proficiency

Fluency in both written and spoken English

Regulatory Compliance Requirements

Police Clearance

Other Required Requirements

No other required items 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

All applications to be submitted via the below link. <https://jobs.hrmonise.com/details/3715/centrecom-fiji/customer-care-consultant-suva-InstantWindscreen-April2025>

Contact for Enquiries

Contact Name: Farhana Hakim

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Further Contact Information: --

Closing Date: 11 Apr 2025