

Position Description

Vacancy Title: **Customer Care Consultant - Symphony [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

Organisational Stakeholders

1. Customer Service Excellence

- Deliver exceptional service through personalized customer interactions
- Apply detailed attention and strong communication skills in all customer engagements
- Demonstrate compassion and empathy towards customers in all situations
- Communicate effectively across multiple channels (voice, email, messaging/chat)
- Resolve customer inquiries with confidence and professionalism

2. Operational Performance and Adaptability

- Master multiple new systems quickly as a fast learner
- Handle high volumes of work efficiently through effective multi-tasking
- Adapt confidently to changing circumstances and priorities
- Work effectively in shift-based schedules including weekends
- Apply previous customer service experience to enhance operational performance

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

Previous experience in a customer service or hospitality environment would be an added advantage however not necessary

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 team environment

Ability to work in shifts and weekends

Requirements

Language Proficiency

Fluency in both written and spoken English

Regulatory Compliance Requirements

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/3935/centrecom-fiji/customer-care-consultant-symphony-suva-July2025>

Contact for Enquiries

Contact Name: Farhana Hakim

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Further Contact Information: --

Closing Date: 05 Jul 2025