



Position Description

Vacancy Title: **Customer Service Officer v (8.00) [Suva]**

Location: **Suva**

Reports To: **None**

Objective

The Customer Service Officer coordinates and manages the enquires and complaints procedure of TLTB. The officer will ensure that all enquires and complaints received by TLTB are fully investigated in line with the complaints procedure and feedback provided to customers. The officer will act as a first point of contact for all enquires and complaints received and actively promote best practices by using feedback from customer for process and service improvement.

Outcomes

Organisational Stakeholders

1. Customer Management

- All customer complaints received are recorded in Customer Management System
- Processing of all complaints monitored and resolved in a timely, fair and transparent manner
- Management informed on issues of concern
- Monthly monitoring of complaints ensured including performance statistics, response time, trends and recurring issues
- Assist in resolving queries or complaints; and complaint chronologies and supporting evidence compiled and maintained
- Accurate and comprehensive records of complaint allegations and subsequent investigations maintained and progress reports provided as necessary
- Policies and procedures relating to customer complaints followed, adhered to and documented;

2. New Developments & Innovation

- New developments and innovation in the field of complaints researched and appropriate recommendations for amendments/improvements to existing procedures submitted and sustained on an ongoing basis

3. Customer Service

- Quality and efficient customer service to all internal and external clients of the Board maintained

4. Demonstrate TLTB image and values standards at all times:

- Integrity of information maintained
- Confidentiality of information ensured
- Professional and ethical standards sustained
- An efficient, safe, healthy, motivated and environmentally-aware workplace

5. Continuous Learning

- Continuous learning and development of own skills and knowledge base is ensured.

6. Any other assigned work

- Efficient and effective delivery of any other assigned work

Responsibilities - Key Competencies

Competence

Description

Business

- | | |
|------------------------|---|
| Risk Management | Analyse and manage risk. |
| Planning | Deliver results by developing, reviewing or following a work plan, action plan or operational plan. |
| Systems and Procedures | Develop and/or apply procedures to assist the organisation achieve its goals. |
| Information Analysis | Make informed decisions by collecting and interpreting data and information |

People

- | | |
|------------|---|
| Innovation | Use original and creative thinking to make improvements and/or develop and initiate new approaches. |
|------------|---|

Qualifications

Qualification	Discipline	Notes
Preferred		
Diploma	Management Studies, Land Management	or related field

Work Knowledge and Experience

- 4 years of relevant experience in a specific area of work requiring specialized training
- Understanding of and appreciation of the Fiji land tenure system and associated legislation and key stakeholder requirements
- Experience in land management and leasing services (desirable but not essential)
- High level communication and interpersonal skills, and the ability to communicate effectively and sensitively with complainants
- Demonstrated ability to exercise initiative and judgement, establish work priorities, meet deadlines and manage time effectively in line with organizational goals and requirements
- Demonstrated ability to maintain confidential information systems and databases, with appropriate security, and to generate routine reports
- Evidence of self-motivation, initiative and well-developed analytical skills
- Demonstrated commitment to quality customer service
- Evidence of commitment to team work
- Establishes high personal standards and serves as an effective role model
- Advanced IT skills in work and excel and knowledge of Landsoft is desirable
- Ability to manage change and handle a wide variety of stakeholders

Requirements

Language Proficiency

- Excellent command of English

Regulatory Compliance Requirements

- Driver's License

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All staff	
External		
	General Public	
	Landowners	
	Tenants	
	Stakeholders	

Attributes

Behavioural Styles

- Detail oriented: Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Integrity: Adherence to moral and ethical principles; soundness of moral character; honesty.

Interpersonal Styles

- Customer/Client Focused: Focused on client and customer satisfaction and ensuring high levels of service are maintained at all times
- Objective: Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.

Thinking Styles

- Analytic: Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
- 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

Apply online

Contact for Enquiries

Contact Name: Makereta Vulatini

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Further Contact Information: 3312733 ext 631

Closing Date: 29 Aug 2025