



Position Description

Vacancy Title: **Sales and Customer Service**

Location:

Reports To: **None**

Objective

A customer service sales representative plays a key role in driving business growth by generating leads and building strong customer relationships. They engage directly with clients to suggest products and services tailored to individual needs. An effective representative proactively identifies potential concerns and delivers thoughtful, solution-oriented support to ensure customer satisfaction. Honor Tech Electronics Pte is seeking seasoned Sales and Customer Service professionals to join their team, based in MHCC, Suva. This role involves selling mobile phones, tablets, computers, and other related products. In addition to the hourly wage, an additional corresponding commission will be provided for each unit sold. This position reports directly to the General Manager of HONOR Fiji.

Outcomes

Organisational Stakeholders

1. Sales Services

- Consistently meet or exceed the sales benchmarks outlined by the manager.
- Precisely document customer details, sales transactions, and other relevant information using digital systems or written formats
- Engage with clients in English or other regional languages, or direct them to a qualified team member when necessary
- Reach out to both new and existing clients to understand their needs and preferences
- Showcase product features by demonstrating how they effectively address customer challenges
- Provide clear and accurate responses to inquiries regarding products and services
- Handle pricing discussions, negotiate terms, and draft comprehensive sales agreements
- Work collaboratively across various departments to support business objectives
- Keep customer contact records up to date and follow up regularly to nurture ongoing relationships

2. Teamwork and cooperation

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

3. Organisation'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

Product's Stakeholders

1. Customer Service

- Conduct both informal and formal assessments to identify customer needs and recommend suitable products and services
- Build strong relationships with customers by engaging in a warm, approachable, and supportive manner
- Uphold a polished and professional appearance to consistently reflect the company's brand image
- Actively participate in training sessions and apply newly acquired skills effectively in daily operations
- Promote a collaborative and respectful team environment within the customer service and sales department
- Stay well-informed about the latest offerings and updates on products and services to better assist customers

Responsibilities - Key Competencies

Competence

Description

Business

Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.

Competence	Description
Resource Management	Deliver results through the efficient and effective allocation and use of supplies , equipment and people.
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
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.
Promotion	Promote the value of the products/services offered by the organisation.
Commercial Focus	Optimize the commercial viability of the organisation.
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

Leadership	Utilise a leadership position to influence people and events and to increase performance.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.

Professional

Financial Application	Apply financial principles and practices.
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Operational

Environment	Establish and maintain an environmentally friendly organisation
Stock Control	Acquire and monitor stock to meet business needs

Qualifications

Qualification	Discipline	Notes
Desirable		
Senior Secondary School - University Entrance	Hospitality and Tourism, Sales/Marketing/Advertising	
Preferred		
Certificate	Hospitality and Tourism, Sales/Marketing/Advertising	
Preferred		
Diploma	Hospitality and Tourism, Sales/Marketing/Advertising	

Work Knowledge and Experience

•Certificate, Diploma, or Bachelor’s Degree preferred; equivalent practical experience also considered •Previous experience in mobile phone sales is a valuable asset. •At least 2 years of experience in customer service or sales is highly desirable •Proven ability to work collaboratively and support team members in a customer service environment •Strong verbal communication skills in English •Comfortable interacting daily with customers from diverse cultural and social backgrounds •Self-motivated and capable of making routine decisions independently •Exceptional organizational skills and keen attention to detail •Knowledge of customer service best practices and a willingness to engage in ongoing training and development •Thrives in a fast-paced, dynamic work setting. •Eligibility criteria may be relaxed for outstanding candidates. For specific salary and benefits, further discussion can be held with the General Manager of HONOR Fiji.

Requirements

Language Proficiency

Excellent command of English

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All employees	
	Management Team	

Type	Interaction	Comments
External		
	Customers	
	Suppliers	

Attributes

Behavioural Styles

Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.
Innovative	Devises new and creative ways to do things comes up with original ideas.

Interpersonal Styles

Empathic	Has the ability to understand somebody else's feelings or difficulties.
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
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: Marie Drauna

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Further Contact Information: --

Closing Date: 05 Sep 2025