

## Position Description

Vacancy Title: **Customer Care Consultant - Nadi**

Location: **Nadi**

Reports To: **None**

### Objective

A dedicated Customer Care Consultant to join our team, where the primary objective is to deliver outstanding customer service, resolve inquiries effectively, and enhance the overall customer experience. Join us in creating memorable customer interactions and contributing to our mission of excellence.

### Outcomes

#### Organisational Stakeholders

##### 1. Teamwork and cooperation

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

##### 2. 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. Statutory and operationally compliant organisation (department / division)

- Statutory and regulatory compliant
- Compliance with operational procedures
- Risk compliant

### Responsibilities - Key Competencies

#### Competence

#### Description

##### 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

|                  |                                                                   |
|------------------|-------------------------------------------------------------------|
| Team Orientation | Work in a team towards a common aim.                              |
| Self-Management  | Manage your priorities and objectives efficiently and effectively |

##### Professional

|                    |                                                                                |
|--------------------|--------------------------------------------------------------------------------|
| Technical Strength | Demonstrate knowledge of a specialist discipline.                              |
| Compliance         | Comply with relevant laws and the policies and procedures of the organisation. |

##### Operational

|             |                                                                 |
|-------------|-----------------------------------------------------------------|
| Environment | Establish and maintain an environmentally friendly organisation |
|-------------|-----------------------------------------------------------------|

### Qualifications

#### Qualification

#### Discipline

#### Notes

##### Desirable

|         |                                                    |
|---------|----------------------------------------------------|
| Diploma | Administration, Business and Management, Computing |
|---------|----------------------------------------------------|

### Work Knowledge and Experience

- At least 1- 2 years of experience in a customer service or hospitality environment is desirable
- Have previous experience working with the fast paced industry

Considerable working knowledge of Microsoft Word and Excel  
Exposure or similar experience will be highly regarded

## Requirements

### Language Proficiency

Must have excellent written and oral skills.

### Regulatory Compliance Requirements

Police Clearance

Relevant certifications, registrations, and licenses may be required.

## Other Required Requirements

No other required items found.

## Interactions

| Type     | Interaction   | Comments |
|----------|---------------|----------|
| Internal | All employees |          |

## Attributes

### Behavioural Styles

|                     |                                                                                                                                     |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------|
| Accepting/compliant | Shows a willingness to go along with things and a compliance with expectations.                                                     |
| Accountable         | Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.        |
| Achiever            | Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.                     |
| 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.                                                 |
| Enthusiastic        | Shows high levels of excitement and interest, and expresses positive feelings.                                                      |
| 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

|                  |                                                                                                                             |
|------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Consensus seeker | Works to achieve group solidarity and general agreement and harmony.                                                        |
| Empathic         | Has the ability to understand somebody else's feelings or difficulties.                                                     |
| Extrovert        | Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations. |
| Objective        | Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.              |
| Perceptive       | Shows keen insight and understanding of issues or situations.                                                               |
| Team Oriented    | Enjoys being with others as part of a group or team.                                                                        |

### Thinking Styles

|                        |                                                                                                                                 |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| Analytic               | Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems. |
| Concrete thinker       | Focuses on the tangible experiences of actual things or events.                                                                 |
| 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.                  |
| Flexible/Adaptable     | Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.     |
| Initiative             | Takes action and makes decisions without the help or advice of other people.                                                    |
| Reflective             | Takes a thoughtful and deliberative approach.                                                                                   |
| Well organised         | Controls tasks in a well thought out and critical manner.                                                                       |

## How To Apply

All applications are to be submitted via the link below: <https://jobs.hrmonise.com/details/4132/centrecom-fiji/customer-care-consultant-nadi-1-2-3-4-5-6-7-8-9-10-11-12-13>

## Contact for Enquiries

Contact Name: Pooja Reddy

Contact Email: Pooja.Reddy@centrecom.com.fj

Further Contact Information: --

**Closing Date: 22 Sep 2025**