

Position Description

Vacancy Title: **Customer Service & Admin Specialist - Lautoka**

Location: **Lautoka**

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. Customer Service Management

- Handle inbound and outbound customer calls
- Provide solutions to customer inquiries and concerns
- Follow established scripts and protocols

2. Performance & Productivity

- Meet performance targets for call volume and quality

3. Technical Support

- Provide solutions to customer inquiries and concerns

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

- Strong communication and engagement skills
- Previous customer service experience (preferred)
- Strong attention to detail
- Ability to work in a fast-paced environment
- Computer proficiency
- Positive attitude and team-oriented mindset

Requirements

Language Proficiency

- Fluency in both written and spoken English

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
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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

Applications must be submitted using the link below or by scanning the QR code provided.

Contact for Enquiries

Contact Name: Mavnish Kumar

Contact Email: Mavnish.Kumar@centrecom.com.fj

Further Contact Information: --

Closing Date: 02 Nov 2025