



Position Description

Vacancy Title: **Customer Service Officer**

Location: **Suva, Fiji Islands**

Reports To: **None**

Objective

The Customer Service Officer will provide exceptional customer service support to all Internal and External Customers.

Outcomes

Organisational Stakeholders

1. Administrative Support

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
- Customer queries attended to in a timely manner
- Timely submission of death, community and client messages

2. Teamwork and cooperation

- Cooperation with the teams and greater function / department demonstrated
- Cooperation across functions / departments achieved
- Work collaboratively and achieve the set targets and goals

3. Organization's image and value standards displayed and promoted

- Collaboration with the other teams in the organization for the benefit of the organization
- Maintained image and value standards and enforce teamwork
- Organization's image and values are maintained.

Responsibilities - Key Competencies

Competence	Description
Business	
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.
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.
Negotiation	Reach agreement through discussion and compromise.
Self-Management	Manage your priorities and objectives efficiently and effectively
Operational	
Health and Safety	Establish and maintain a safe and healthy work environment.

Qualifications

Qualification	Discipline	Notes
Preferred		
Certificate	Administration	Office Administration
Desirable		
Diploma	Administration	A diploma in Office Administration / Business Administration

Work Knowledge and Experience

- Proven customer support experience or experience
- Customer orientation and ability to adapt/respond
- Excellent communication and presentation skills
- Ability to multi-task, prioritize, and manage time effectively

Requirements

Language Proficiency

- Excellent command of English

Other Required Requirements

- No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All employees	
	HR	
	Management Team	
External		
	Stakeholders	
	Government authority	
	Clients	
	Customers	
	Suppliers	

Attributes

Behavioural Styles

- Detail oriented: Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Punctuality: Completes a required task or fulfills an obligation before or at a previously designated time

Interpersonal Styles

- Extrovert: Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
- Team Oriented: Enjoys being with others as part of a group or team.

Thinking Styles

- Disciplined/Systematic: Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
- 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: HR Team

Contact Email: hrteam@fbc.com.fj

Further Contact Information: 3314333

Closing Date: 14 Jan 2026