

## Position Description

Vacancy Title: **Customer Care Consultant - Interparcel [Suva]**

Location: **Suva**

Reports To: **None**

### Objective

We are now looking for exceptional talent to join our growing organization and share in the success of this venture. If you are a self-motivated, enthusiastic individual aspiring for a long term career in a growing organization then we would like to help you in developing your career:

### Outcomes

#### Organisational Stakeholders

##### 1. Customer Service Excellence

- Provide exceptional customer service experiences through personalized support to internal and external customers
- Demonstrate strong communication skills in handling sensitive/emotive customer interactions
- Manage difficult customer situations with professionalism and empathy
- Generate solutions by proactively thinking alongside the customer
- Communicate effectively via phone and email with high accuracy and responsiveness

##### 2. Operational Performance and Problem Solving

- Work autonomously while supporting team objectives
- Utilize exceptional attention to detail in customer service environments
- Apply problem-solving and investigation skills to resolve customer questions quickly
- Develop prioritization skills to identify what to perform first and foremost
- Manage multiple customer requirements simultaneously
- Provide consistent service during variable shift schedules including weekends

##### 3. Professional Development and Team Collaboration

- Maintain ongoing learning and self-education commitment
- Build strong team player capabilities
- Support and interact effectively with colleagues
- Continuously improve customer service expertise
- Adapt to Microsoft Office environment with increasing proficiency

### Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
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
<b>Customer</b>	
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
<b>Desirable</b>		
School Leaving	Year 12 & Year 13 pass	

### 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
- Commitment towards delivering exceptional service
- Attention to detail, combined with strong communication skills
- Fast learner who can master multiple new systems, with proficiency at multi-tasking and adapting to changing circumstances

Confidence dealing with high volumes of work across different channels (voice, email, messaging/chat)  
Ability to work independently and as part of a team, and collaborating effectively in a al team environment  
Ability to work in shifts and weekends  
Ability to be compassionate towards customers

## Requirements

### Language Proficiency

Fluency in both written and spoken English

### Regulatory Compliance Requirements

Police Clearance

## Other Required Requirements

No other required items found.

## Interactions

Type	Interaction	Comments
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

All application to be submitted via the below email. <https://jobs.hrmonise.com/details/4560/centrecom-fiji/customer-care-consultant-interparcel-March2026>

## Contact for Enquiries

Contact Name: Farhana Hakim

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Further Contact Information: --

**Closing Date: 17 Mar 2026**