
Position Description

Vacancy Title: **Customer Service Officer - AMMO**

Location: **Pohnpei**

Reports To: **Asset Integrity Manager (v 5.00)**

Objective

The Customer Service Officer (Administration) manages all or most administrative aspects of Vital's operations at one of its four island facilities. The role involves keeping files and paperwork in order, maintaining customer satisfaction, managing the office, and serving as a point of contact for Vital's customers. The role requires strong communication and administrative skills. The role reports to the Officer in Charge.

Outcomes

Organisational Stakeholders

1. Customer & Suppliers delights

- Good contact relationships with customers built and maintained.
 - Customer satisfaction is ensured.
 - Communication between maintenance teams and clients is facilitated.
 - Calls from Internal/External Clients/Customers invoice-related queries were received and resolved professionally.
 - Professional engagement with customers, contractors, and vendors is demonstrated.
 - Vendors supported through consistent updates and follow-ups on payment status.
 - Enquiries related to products and service deliveries, responded to in a timely and courteous manner.
 - Inventory levels for Critical spares and service goods monitored to ensure availability.
 - Daily, monthly, and quarterly reports prepared to support transparency and service delivery.
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2. Office Management

- The office is managed and maintained.
 - The workplace is kept adequate, sufficient, and clean.
 - Administrative information is provided to both employees and customers.
 - Day-to-day administration issues are resolved.
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3. Administrative support and report requirements provided

- Files and paperwork are kept in order.
 - Paperwork is filed properly and on time.
 - Employees and customers are encouraged to turn in paperwork promptly.
 - Administrative assistance is provided to management as needed.
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4. Communication and Professionalism

- Vital business is conducted professionally and ethically.
 - Phone etiquette is maintained.
 - Communication with staff at all levels is effective.
 - Professional conduct is demonstrated, especially in public.
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5. Inventory and Supplies

- Proper inventory of office supplies is kept.
 - Requisitions for needed supplies in the office are made.
 - Office supplies are managed efficiently.
 - Custodianship of the office is maintained.
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6. Training and Development

- Training programs and other required trainings are participated in.
 - New competencies are learned and adapted to quickly.
 - Initiative and eagerness to learn are demonstrated.
 - Safety at job sites is emphasized and enforced.
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7. Teamwork and cooperation

- Cooperation within the team and greater function
 - OT/PTO complied and submitted to HR, fortnightly
- Cooperation across functions / departments
- Work collaboratively to achieve the set targets and goals

8. Vital'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

Responsibilities - Key Competencies

Competence	Description
Business	
Business Performance	Manage the performance of the organisation.
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
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.
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.
Problem Solving	Develop practical solutions to a situation.
Negotiation	Reach agreement through discussion and compromise.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Financial Application	Apply financial principles and practices.
Operational	
Stock Control	Acquire and monitor stock to meet business needs

Qualifications

Qualification	Discipline	Notes
Preferred		
High School Diploma	Business Administration	
Desirable		
Certificate	Business Administration	

Work Knowledge and Experience

- 2 years of work experience in the administrative field
- A solid understanding of administration field and customer importance
- Experience in professional customer service and professional communication skills and Operations experience in the wider energy industry is desired
- Proficiency in Microsoft Excel, Microsoft Word, PetroX System, and MAS 500.
- 3 years of work experience in a role with people and office management responsibilities, developing the ability and confidence to work with limited supervision

Requirements

Language Proficiency

- Excellent command of written and spoken English

Regulatory Compliance Requirements

- Police Clearance
- Health Clearance - Fit to work
- Drug Test

First aid/CPR

Fire Safety and Emergency Response (inc. foam systems, extinguishers, first response) training

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Maintenance Team	
	Project Teams	
	Across all employee levels	
External		
	Clients	
	Customers	

Attributes

Behavioural Styles

- Enthusiastic Shows high levels of excitement and interest, and expresses positive feelings.
- Achiever Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
- 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.

Interpersonal Styles

- Trusting Places confidence in others without misgivings, relying on their ability, character, and truthfulness.
- Extrovert Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
- Perceptive Shows keen insight and understanding of issues or situations.

Thinking Styles

- Well organised Controls tasks in a well thought out and critical manner.
- Intuitive Makes mental leaps without going through a rational thought process. Apparent ability to acquire knowledge without a clear inference or the use of reason.

How To Apply

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Contact for Enquiries

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Further Contact Information: --

Closing Date: 28 Mar 2026