

## Position Description

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

Location: **Suva**

Reports To: **None**

### Objective

Pacific Centrecom promotes growth for all of its employees by providing opportunities for growth. We want you to be successful at Pacific Centrecom, and we will strive to provide succession planning as well as development opportunities where possible. Employees of the company now have a wonderful opportunity to take advantage on.

### 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 virtual 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  
Must have excellent written and oral skills.

### 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 link. <https://jobs.hrmonise.com/details/4601/centrecom-fiji/customer-care-consultant-tmc-March2026>

## Contact for Enquiries

Contact Name: Farhana Hakim

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Further Contact Information: --

**Closing Date: 29 Mar 2026**