

## Position Description

Vacancy Title: **Customer Care Consultant - Veolia [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. This role serves as a crucial element in the support of the Sales and CX functions, managing master data for new businesses, amendments, and cancellations. You will be responsible for providing exceptional customer service and managing data entry and maintenance using dedicated systems like Salesforce. This role requires a meticulous approach, innovative problem-solving skills, and a commitment to quality and compliance.

### Outcomes

#### Organisational Stakeholders

##### 1. Data Quality and Compliance Excellence

- Maintain quality and compliance processes for master data across all business functions
- Ensure timely and accurate capturing of master data with zero tolerance for errors
- Establish robust review and governance checks to prevent data integrity issues
- Monitor master data quality to consistently meet company standards and compliance requirements
- Implement systematic quality assurance processes that eliminate data discrepancies

##### 2. Customer Experience and Process Optimization

- Demonstrate exceptional attention to detail in all customer-facing interactions
- Think creatively and devise innovative solutions to complex customer problems
- Develop and maintain effective working relationships across all customer experience pillars
- Collaborate with various teams to streamline processes and ensure efficient departmental functioning
- Proactively seek input and implement improvements to enhance customer satisfaction outcomes

##### 3. Operational Efficiency and Service Delivery

- Ensure timely processing of service agreements within respective queues and SLA targets
- Manage and resolve cases via Salesforce efficiently with minimal delays
- Handle new business setups, amendments, and cancellations with precision and speed
- Maintain seamless coordination between Sales and CX functions through effective data management
- Deliver consistent, high-quality service that supports business growth and customer retention

### 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 B2B environment.
- Proven track record in managing client relationships and liaising with both internal and external stakeholders.
- Considerable working knowledge of Microsoft Word and Excel
- Commitment towards delivering exceptional service
- High attention to detail, ensuring accuracy and quality in all tasks.

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 team environment  
 Ability to work in shifts and weekends  
 Proficiency in systems relevant to the role such as Salesforce, SAP, and Tableau, with the ability to learn and adapt to new systems as required.  
 Ability to multitask and manage priorities effectively in a fast-paced environment.

## 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

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## Contact for Enquiries

Contact Name: Farhana Hakim

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Further Contact Information: --

**Closing Date: 05 Apr 2026**