centrecom

Position Description

Vacancy Title: **Customer Care Consultant- Virtual Receptionist- Nadi**
Location: **Nadi**
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. Developing and growing overall business and products [sustainablity]

- Organisation developed in accordance with the strategic direction
  - Volume growth
  - Sustainablity
  - Competitive position improving (market share)
  - Growing image and customer preference (marketing)
- New business initiatives growth
- Technology-driven efficiency growth
- Facilitation of the development and growth of workforce capability

2. Organisation'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

3. Teamwork and cooperation

- Cooperation within the team and greater function / department
- Cooperation across functions / departments
- Work collaboratively to achieve the set targets and goals

Responsibilities - Key Competencies

Competence	Description
Business	
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.
People	
Team Orientation	Work in a team towards a common aim.
Facilitation	Assist the progress of work ensuring its timely and effective completion.
Problem Solving	Develop practical solutions to a situation.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.

Qualifications

Qualification	Discipline	Notes
Preferred		
Diploma	Business and Management, Information Technology	
Preferred		
Certificate	Business and Management, Computing	

Work Knowledge and Experience

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Prior experience working in a Call Centre or as a receptionist Commitment towards delivering exceptional service.

Attention to detail and accuracy, 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.

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

Minimum typing speed of 50wpm Intermediate to advanced computer skills.

Experience with calendar or practice management software is highly regarded.

Initiative and problem-solving abilities.

Technical skills

Requirements

Language Proficiency

Must have excellent written and oral skills.

Regulatory Compliance Requirements

Available to work on a roster basis covering 365 days a year.. Excellent communication skills (verbal and written). Maintains expert-level awareness of product, system, and client updates.

Strong organization skills with a problem-solving attitude.. Excellent written and verbal communication skills.. Attention to detail.

Fijian Citizen, under Age 55, in sound health, with a clear police record.

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	All employees	
External		
	Customers	

Attributes

Behavioural Styles

Achiever	Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
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.
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.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.
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

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Challenger	Queries, tests information/beliefs and provokes thought.
Decisive	Reaches conclusions, promptly and firmly.

Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Initiative	Takes action and makes decisions without the help or advice of other people.
Reflective	Takes a thoughtful and deliberative approach.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

All applications are to be submitted via the link below:

Contact for Enquiries

Contact Name: Pooja Reddy

Contact Email: Pooja.Reddy@centrecom.com.fj

Further Contact Information: --

Closing Date: 11 May 2026

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