centrecom

Position Description

Vacancy Title: **Senior Agent - Ecommerce [Suva]**
Location: **Suva**
Reports To: **None**

Objective

Centercom 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 Management

- Manage incoming calls, escalations, and schedule cases
- They must accurately track and respond to complex requests and provide top-quality customer service to callers

2. Performance & Productivity

- Meets productivity standards; completes work in a timely manner; strives to increase productivity; and works quickly
- Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time, or notifies the appropriate person with an alternate plan

3. Training & Development

- Support the quality and training department
- Provide real-time training when there are new customer service representatives, providing troubleshooting guidance and customer service mentorship when required

4. Cross-Functional Collaboration

- Collaborate with relevant departments/colleagues on various people initiatives
- Support the Customer Success Manager to highlight operational risks and areas for improvement
- Escalate any appropriate problems to Team Leader

5. Technical Support

- Helpdesk and support to the agents

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Communication	Exchange information through verbal communication
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Quality Focus	Deliver quality.
People	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Negotiation	Reach agreement through discussion and compromise.

Qualifications

Qualification	Discipline	Notes
Desirable		
Certificate	Administration, Year 12 & Year 13 pass	

Work Knowledge and Experience

A minimum of one year of experience with an account, preferably Veolia.

Leadership experience will be an added advantage.

Completion of the Team Leader and Senior Agent courses on Moodle.

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Experience in processes is an added advantage.

Requirements

Language Proficiency

Must have excellent written and oral skills.

Other Required Statements

No other required statements 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.
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.
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.

Interpersonal Styles

Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Decisive	Reaches conclusions, promptly and firmly.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
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/4689/centrecom-fiji/senior-agent-ecommerce-suvaMay2026

Contact for Enquiries

Contact Name: Farhana Hakim

Contact Email: Vacancy@centrecom.com.fj

Further Contact Information: --

Closing Date: 15 May 2026

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