

Position Description

Vacancy Title: **Business Development Consultant- Nadi**

Location: **Nadi**

Reports To: **None**

Objective

The Business Development Consultant is a high-volume outbound relationship role focused on building and maintaining referrer networks. You will conduct structured daily calling campaigns, follow a defined script, and ensure every interaction is accurately recorded in the CRM. This role is critical to driving lead flow and supporting the sales team in converting qualified opportunities.

Outcomes

Organisational Stakeholders

1. 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

Product's Stakeholders

1. Operational and statutory compliance

- Statutory compliant to laws and regulations
 - Health and safety compliance
 - Environmental compliance
- Operationally compliant to the organisation's policies and procedures

2. Provider of choice

- Recognised as industry best practice provider
- Provider of choice (public image including satisfaction from owners, staff and other external stakeholders)

3. Service provider relationships and contracts effectively managed

- Service agreements and contracts administered
 - Service level agreements developed to meet the needs of the organisation
 - Monitor and manage contracts

4. Statutory and operationally compliant organisation (department / division)

- Statutory and regulatory compliant
- Compliance with operational procedures
- Risk compliant

Responsibilities - Key Competencies

Competence	Description
Business	
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
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.
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	
Self-Management	Manage your priorities and objectives efficiently and effectively

Qualifications

Qualification	Discipline	Notes
Desirable		
Diploma	Business Management or Business Administration or related fields	

Work Knowledge and Experience

- Fast learner who can master multiple new systems, with proficiency at multi-tasking and adapting to changing circumstances. Comfortable using a CRM and standard office software
- 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
- Previous experience in Contact Centre experience is essential
- Ability to work in shifts and weekends
- Ability to be compassionate towards customers
- Considerable working knowledge of Microsoft Word and Excel
- Exposure or similar experience will be highly regarded
- Confident, high-volume phone communicator and is comfortable hitting 200 calls per day
- Friendly, professional manner that builds rapport quickly with referrer professionals
- Disciplined and consistent who follows the script and CRM process on every call
- Strong attention to detail when capturing addresses, team sizes, and meeting days

Requirements

Language Proficiency

Must have excellent written and oral skills.

Regulatory Compliance Requirements

Relevant certifications, registrations, and licenses may be required.

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	Agents	
	Management	
	Clients	
External		
	Customers & clients	

Attributes

Behavioural Styles

Accepting/compliant	Shows a willingness to go along with things and a compliance with expectations.
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.
Energetic	Constantly active and driven to put in effort. Works hard to promote an enterprise.
Enthusiastic	Shows high levels of excitement and interest, and expresses positive feelings.
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.
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Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Perceptive	Shows keen insight and understanding of issues or situations.
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

Conscientious	Demonstrates a sense of right and wrong and a personal obligation to do the right thing.
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.
Holistic thinker	Considers issues/situations as a whole rather than analysing or dissecting the parts.
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: <https://jobs.hrmonise.com/details/4702/centrecom-fiji/business-development-consultant-nadi-may26>

Contact for Enquiries

Contact Name: Pooja Reddy

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Further Contact Information: --

Closing Date: 12 May 2026