

## Position Description

Vacancy Title: **Customer Experience Consultant - Sales [Suva]**

Location: **Suva**

Reports To: **None**

### Objective

As a Sales Consultant, you are responsible for handling customer enquiries and providing exceptional service to Veolia Customers through inbound/outbound voice and written communication channels. Your focus is to efficiently and effectively identify and resolve customer needs, while ensuring accurate and clear information is provided, and customer satisfaction is maintained. A focus on delivering a 'one call' experience and taking ownership of customer service, client retention, and the generation of revenue growth through inbound/outbound sales is essential for success. This role requires excellent written and verbal communication skills in a phone based, contact centre environment, exceptional attention to detail, and a strong commitment to meeting personal productivity, revenue growth and service quality targets.

### Outcomes

#### Organisational Stakeholders

#### 1. Sales Performance and Revenue Growth

- Achieve and exceed inbound/outbound sales targets and KPIs consistently
- Contribute to new business growth through telesales, lead generation, and opportunity follow-up activities
- Monitor and review sales performance targets to drive continuous revenue growth
- Manage and monitor proactive resign KPIs in line with set targets
- Defend cancellations by identifying customer concerns and delivering tailored financial and service solutions

#### 2. Customer Experience and Retention

- Deliver exceptional customer service across all inbound and outbound voice and written communication channels
- Take ownership of customer issues to ensure a 'one call' resolution experience
- Proactively identify and resolve customer needs while maintaining high satisfaction outcomes
- Develop and maintain effective working relationships with internal and external stakeholders across CX teams
- Ensure all contract details are accurately adhered to and implemented in line with Veolia guidelines

#### 3. Data Quality and CRM Compliance

- Accurately enter and maintain contract and sales documentation within Salesforce and other required platforms
- Process customer contract cancellations in accordance with Veolia guidelines and within SLA timeframes
- Ensure reporting is completed within set KPI/SLA timeframes with zero tolerance for errors
- Maintain working knowledge of waste streams and service schedules to ensure accurate customer information
- Uphold data integrity standards across all CRM and contact centre systems

### Responsibilities - Key Competencies

Competence	Description
<b>Customer</b>	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Quality Focus	Deliver quality.
<b>People</b>	
Problem Solving	Develop practical solutions to a situation.

### Qualifications

Qualification	Discipline	Notes
<b>Desirable</b>		
Diploma	Business Administration, Sales/Marketing/Advertising	

### Work Knowledge and Experience

- 3+ years Business to Business sales background (field sales or internal sales) with proven ability to achieve sales targets.
- Proven track record in managing client relationships and liaising with both internal and external stakeholders.
- Strong customer focus anticipating and meeting the needs of internal and external customers; actively seeks and values customer input
- Negotiation and consultative selling skills.
- Excellent problem-solving and critical thinking skills, with a focus on delivering positive outcomes for customers
- Proficiency in using CRM systems, preferably Salesforce, and other relevant contact centre software.

Strong organizational and time management skills, with the ability to prioritize tasks and handle multiple cases simultaneously.  
Exceptional Communication Skills (Written & Verbal)

## Requirements

### Language Proficiency

Fluency in both written and spoken English

### Regulatory Compliance Requirements

Police Clearance

## 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.
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.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time

### Interpersonal Styles

Extrovert	Outgoing and showing interest in events going on around them, particularly people, new experiences and changing 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

Concrete thinker	Focuses on the tangible experiences of actual things or events.
Decisive	Reaches conclusions, promptly and firmly.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Numerate	Shows abilities in quantitative thought and expression.
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/4850/centrecom-fiji/customer-experience-consultant-sales-suvajuly2026>

## Contact for Enquiries

Contact Name: Farhana Hakim

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Further Contact Information: --

**Closing Date: 19 Jul 2026**