centrecom

Position Description

Vacancy Title: Customer Care Consultant - Nadi
Location: Nadi
Reports To: None

Objective

A dedicated Customer Care Consultant to join our team, where the primary objective is to deliver outstanding customer service, resolve inquiries effectively, and enhance the overall customer experience. Join us in creating memorable customer interactions and contributing to our mission of excellence.

Outcomes

Organisational Stakeholders

1. Teamwork and cooperation

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

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

Product's Stakeholders

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

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

Responsibilities - Key Competencies

Competence	Description
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.
Commercial Focus	Optimize the commercial viability of the organisation.
Relationship Building	Build beneficial relationships with suppliers and stakeholders.
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	
Team Orientation	Work in a team towards a common aim.
Self-Management	Manage your priorities and objectives efficiently and effectively
Professional	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Operational	
Environment	Establish and maintain an environmentally friendly organisation

Qualifications

Qualification	Discipline	Notes
Desirable		
Diploma	Administration, Business and Management, Computing	

Work Knowledge and Experience

At least 1- 2 years of experience in a customer service or hospitality environment is desirable

Have previous experience working with the fast paced industry

Considerable working knowledge of Microsoft Word and Excel

Exposure or similar experience will be highly regarded

Requirements

Language Proficiency

Must have excellent written and oral skills.

Regulatory Compliance Requirements

Police Clearance

Relevant certifications, registrations, and licenses may be required.

Other Required Statements

No other required statements found.

Interactions

Type	Interaction	Comments
Internal		
	All employees	

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

Consensus seeker	Works to achieve group solidarity and general agreement and harmony.
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.
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.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Concrete thinker	Focuses on the tangible experiences of actual things or events.
Conscientious	Demonstrates a sense of right and wrong and a personal obligation to do the right thing.
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

Please use the link below to apply: https://jobs.hrmonise.com/details/5053/centrecom-fiji/customercareconsultantoct26

Contact for Enquiries

Contact Name: Tiana Kitione

Contact Email: Tiana.Kitione@centrecom.com.fj

Further Contact Information: --

Closing Date: 17 Oct 2026