

## JOB DESCRIPTION

<b>Incumbent Name:</b>		<b>Emp No:</b>	
<b>Job Title:</b>	Customer Service Officer	<b>Position Type:</b>	Fulltime
<b>Department:</b>	Customer Service & Advocacy	<b>Salary scale:</b>	Band 3
<b>Location:</b>	FCCC Western Office	<b>Region</b>	Western
<b>Directly Reporting To:</b>	1. Manager Customer Service & Advocacy 2. GM People Culture & Corporate Services	<b># of Reports:</b>	N/A

### Organisation Summary

The Fijian Competition & Consumer Commission (FCCC) is an independent statutory body established under Section 7 of the FCCC Act 2010 that promotes effective competition and informed markets, encourages fair trading, protects consumers and businesses from restrictive practices, controls prices of regulated industries and other markets where competition is lessened or limited.

### Purpose & Nature of the Role

The Primary purpose of the Customer Service Officer is to provide exceptional customer service support to all FCCC Internal and External Customers through handling customer complaints as per FCCC Operating Procedure.

### Key Result Areas (KRA's)

- Attending to consumers, businesses and stakeholders to clarify their issues.
- Assess and received complaints which has merits or may have possible breach of Act.
- Timely updating or getting updates of cases on the Case Management System (CMS)
- Preparing timely reports.
- Recommending correct and sound advice to FCCC.
- Propose for continuous improvements in customer service area.
- Assist in promoting the work of FCCC

### Key Accountabilities

- Ensure all FCCC customers are satisfied through exceptional Customer Services;
- Attend to and take appropriate actions in resolving customer complaints;
- Lead an efficient and effective management/planning of Customer Services in terms of aligning the Customer Services deliverables with the Corporate Mission, develop, review and realign business process;
- Manage, assess and address the Customer Service levels against customers' demands in line with FCCC Customer Service in terms of measuring, monitoring, reporting and improving service performance to meet business requirements and measuring customer satisfaction.

- Ensure Customer Services are managed against performance criteria in terms of monitoring performance against established targets;
- Manage the Customer Complaints data entry and data validation;
- Carry out any other work as delegated by the Manager Corporate Services and Divisional Heads.
- Ensure all Occupational Health & Safety procedures are followed according to the Health and Safety at Work Act 1996 while carrying out hazardous work outside or within the Office Premises.
- Ensure all the hazards concerning the area of work are highlighted prior to the Department Manager.
- Ensure Innovation and continuous improvement and business excellence strategies are implemented on a random basis to achieve the desired outcome of FCCC.
- Any other duties that may be assigned by the Supervisor within the scope of the Customer Service Officer role.

### **Key Performance Indicators (KPI's)**

Refer to Annual KPI set every financial year.

### **Qualification**

A Diploma in Administration, Marketing, Computing or a similar discipline

### **Knowledge and Experience**

- Comprehensive work experience of 2 or more years and above in the field of compliance.
- Knowledge on how to take in complaints.
- Exceptional report writing skills.
- Knowledge of Fijian Competition and Consumer Commission Act 2010 will be an advantage.
- Recognized ability to work as part of a team.
- Demonstrated rational and logical thinking; ability to creatively and quickly find solutions to problems
- Good listening, interpersonal, written and oral communication skills.
- Ability to work on own initiative or as part of a team.
- An energetic, creative, and collaborative approach to working and problem solving.
- Must be able to work in a team environment as well as independently.
- Able to prioritize, anticipate, and deliver multiple, sometimes competing objectives under tight deadlines.

### **Skills and Abilities**

- Uphold & adhere to FCCC principles and values.
- Must have completed defensive driving course and hold current certifications.
- Outstanding communication skills

- Meet schedules and time lines.
- Work independently with little direction.
- Plan and organize work
- Must be proactive and result focused
- High level of interpersonal skills and integrity
- Must be honest, ethical and law abiding.
- Be able to exercise critical thinking skills.
- Willing to travel to other locations.
- Excellent customer service skills

### **Risk and Compliance**

- Timely submission of reports/information papers
- Comply with FCCC's work policy (Human resource policy, Standard Operating Procedures).
- Health and Safety at Work Act 1996FCCC Act 2010
- Compliance with the contract and Customer Service Charter.

### **Key Challengers / Success Factors**

- Effective communications skills, including the ability to articulate progress, issues and recommendations in a concise manner.
- Superb attention to detail, strong analytical skills and the ability to deliver results to tight deadlines in a fast paced and dynamic environment.
- Ability to work in a team environment and on own initiative with the desire to learn new skills.

### **Internal / External Relationships**

#### Internal

- CEO, GMs and all Managers.
- All staffs

#### External

- Relevant stakeholders & Other relevant Government Ministries and local Institutes

### **Authority Level**

#### **Financial Authority Level**

Not Applicable.

#### **Human Resources**

Through the Human Resources Self Service Portal (myHRhub), you are required to manage your personal details together with Leave Management, while ensuring the Organisational Human Resources Policies are followed at all times.

**Proviso**

The Job Description and KRA's in this contract with a view that upon review at any time within the contractual period engaged with FCCC, it can be altered, changed or extended with added responsibilities. Any such proposed changes will be in consultation with the concerned staff, Department Manager and Human Resources.

**APPROVAL and ENDORSEMENT**

<b>Name of Incumbent</b>	<b>Date:</b>	<b>Signature:</b>
<b>Name of Department Manager</b>	<b>Date:</b>	<b>Signature:</b>
<b>Manager Human Resources Name</b>	<b>Date:</b>	<b>Signature:</b>

*Note: These responsibilities are exhaustive. From time to time it may be necessary to change position requirement in response to changing nature of our work environment, including technological requirements or statutory changes. Such change maybe initiated as necessary by your manager or General Manager and will be discussed with you.*