

JOB DESCRIPTION

Incumbent Name:		Emp No:	
Job Title:	Customer Service Officer	Position Type:	Fulltime
Department:	Enforcement	Salary scale:	Band 3
Location:	FCCC Nausori Office	Region	Central
Directly Reporting To:	1. Manager Enforcement 2. GM People Culture & Corporate Services	# of Reports:	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 (CSO) is to provide exceptional support to both internal and external customers of the FCCC. The CSO will be responsible for handling customer complaints in accordance with FCCC's operating procedures, participating in awareness and outreach programmes, and contributing to broader consumer protection initiatives. The role requires direct engagement with the public, including conducting workshops, assisting with inspections, gathering insights for policy refinement, and supporting the dissemination of key messages.

Key Result Areas (KRA's)

- **Complaint Handling & CMS Duties:**
 - Attend to consumers by receiving complaints and providing timely updates on case status via the Case Management System (CMS).
 - Receive complaints in accordance with Section 15 of the FCCC Act 2010.
 - Verify, photocopy, and certify relevant documents.
 - Discuss complaints with the Monitoring Executive (ME) or Senior Enforcement Officer (SEO) for further assessment.
 - Ensure timely and accurate data entry, updates, and case tracking in CMS.
 - Prepare weekly and monthly reports.
 - Perform data analysis using CMS and the Complaints Excel Sheet.
 - Retrieve and prepare CMS data for presentations and briefings.
- **Awareness, Outreach & Public Engagement:**

- Actively support and lead awareness initiatives including roadshows, school visits, radio interviews, and market inspections across all regions.
- Conduct and participate in trader workshops, institutional awareness sessions, and public consultations.
- Represent FCCC in radio talk-back shows and other media appearances.
- Engage communities to educate the public on consumer rights and responsibilities.
- Assist with promotional efforts to raise the profile of FCCC's work.
- Collect and report public feedback and insights during outreach, helping shape FCCC's policy and messaging.

- **Advisory and Continuous Improvement:**
 - Provide sound and accurate advice to FCCC based on frontline experience.
 - Identify opportunities and recommend improvements in customer service practices and processes.
 - Support innovation and contribute to initiatives that drive service excellence.

Key Accountabilities

- Ensure all FCCC customers are satisfied through the delivery of exceptional, timely, and professional customer service.
- Attend to and take appropriate actions in resolving customer complaints, including escalation where necessary.
- Lead an efficient and effective planning and management of customer service delivery to align with FCCC's Corporate Mission.
- Develop, review, and realign business processes to support customer service objectives.
- Manage, assess, and address customer service levels in response to customer demands and expectations.
- Monitor, measure, and report on customer service performance against set targets and KPIs.
- Measure customer satisfaction through surveys, feedback, and insights to support service improvement.
- Ensure accurate data entry and validation of all customer complaints in the CMS.
- Provide data analytics to support internal reporting and presentations.
- Adhere to Occupational Health and Safety procedures in accordance with the Health and Safety at Work Act 1996 during both in-office and field work.
- Ensure all workplace hazards are identified, recorded, and reported to the Department Manager.
- Contribute to the implementation of innovation, continuous improvement, and business excellence strategies.

- Carry out any other tasks as delegated by the Manager Enforcement or relevant Divisional Heads within the scope of the CSO role.

Key Performance Indicators (KPI's)

Refer to Annual KPI set every financial year.

Qualification

Degree in any Business discipline.

Knowledge and Experience

- Minimum 2-3 years' experience in a similar role.
- Experience in handling complaints and using digital case management systems.
- Strong report writing and data analysis capabilities.
- Familiarity with the FCCC Act 2010 is advantageous.
- Proven ability to work both independently and in a team.
- Demonstrated problem-solving and critical thinking skills.
- Strong communication, interpersonal, and organizational skills.
- Ability to manage competing priorities under pressure.

Skills and Abilities

- Uphold and adhere to FCCC principles and values.
- Completion of a defensive driving course with current certifications.
- Outstanding written and verbal communication skills.
- Ability to simplify and present complex regulatory content for general audiences.
- Strong customer service orientation and interpersonal skills.
- High integrity, honesty, and ethical standards.
- Proactive and results driven.
- Ability to plan, organize, and meet tight deadlines.
- Comfortable speaking in public settings.
- Willing and prepared for short notice travel for outreach campaigns, inspections, or public consultations.

Risk and Compliance

- Timely submission of accurate reports and briefings.
- Adherence to FCCC policies, SOPs, and the Customer Service Charter.
- Compliance with the Health and Safety at Work Act 1996 and FCCC Act 2010.
- Ensure all travel and fieldwork is conducted according to safety protocols, with appropriate risk assessments.

Key Challenges / Success Factors

- Clear and effective communication to report issues, progress, and recommendations.
- Attention to detail and strong analytical skills to meet strict deadlines.
- Ability to thrive in a fast-paced, high-volume environment.
- Flexibility and eagerness to learn in a collaborative team setting.

Internal / External Relationships

Internal

- CEO, GMs and all Managers.
- All FCCC Staff.
- Work closely with the Advocacy and Digital Media Team to ensure consistent messaging and effective public engagement.

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

Name of Incumbent:	Date:	Signature:
Name of Department Manager	Date:	Signature:
Manager Human Resources Name	Date:	Signature:

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 a change maybe initiated as necessary by your manager or General Manager and will be discussed with you.