



## MINISTRY OF HOUSING & COMMUNITY DEVELOPMENT

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### ROLE DESCRIPTION: CUSTOMER SERVICE OFFICER

#### CORPORATE INFORMATION

1. Position Level: Band C
2. Salary Range: \$12,081.69 to \$15,489.35
3. Duty Station: Ministry Head Quarters, Suva
4. Reporting Responsibilities;
  - a) Reports To: Principal Research and Policy Officer
  - b) Liaises with: Customers, Clients, Ministry Staff and Stakeholders
  - c) Subordinates: None

#### POSITION PURPOSE

The purpose of the position is to provide respond to a variety of customer inquiries and requests through the telephone, in person over the counter or by using internet platforms such as the social media.

#### KEY RESPONSIBILITIES

The role will achieve its purpose through the following key responsibilities:

1. To provide and process information in response to customer concerns, enquiries and request about the services provided
2. Log Customer Service and enquiries to be able to provide data for analysis
3. Assist in implementing policies and procedures to ensure customers have satisfactory experience when using the service
4. Provide assistance on the analysis of customers behaviours, wants and needs using various customer experience research methods
5. Provide routine report to management on achievements and improvement plan to address prevalent deficiencies
6. Assist in developing staff on customer service techniques and skills
7. Actively contribute to all corporate requirements of the Ministry, including planning, budgeting and human resource activities where required.

#### KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Response, enquiries and request from customers are processed within the required timeline and following standard operating procedure and guidelines
2. Service and activities of the ministry reaches customers in a timely manner with proper use of technology and relevant means of communication
3. Customers behaviour, wants and needs are properly analysed and reported to management in a timely and in accordance to relevant guideline and procedures
4. Ministry staff is provided with development programs on customer service techniques and skills in a timely manner and in accordance with process and procedures.

## **PERSON SPECIFICATION**

In addition to a Diploma/Certificate in Management or Secretarial Studies, the following Knowledge, Experience, Skills and Abilities required to successfully undertake this role are:

### **Knowledge and Experience**

1. A comprehensive knowledge and experience in customer service
2. Experience in tackling difficult decisions and taking measured risks.
3. Experience in working face to face with customers
4. Experience in providing routine report on the achievements and improvement plan to address prevalent deficiencies

### **Skills and Abilities**

1. Ability to fluently articulate ideas in a clear, concise, and coherent manner, both verbal and written
2. Exploits the potential of technology in designing and improving systems and processes.
3. Proficient with the use of Microsoft applications and other computer applications
4. Demonstrate ability to maintain confidentiality and neutrality in managing work processes and problems
5. Excellent communication skills both oral and written as well as pleasant voice for effective communication
6. Ability to handle work pressure with good management, organizational, interpersonal and problem solving skills
7. Computer proficiency with ability to operate computer and related gadgets
8. Ability to contribute effectively as a team in a resource constraint environment

### **Personal Character and Eligibility**

Applicants for employment in the Ministry of Housing and Community Development must be of good character, with a background that demonstrates their commitment to the civil service values contained in the Fijian Constitution. Applicants must also be a Fijian, under age 55, in sound health, with clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty.