



MINISTRY OF LOCAL GOVERNMENT

ROLE DESCRIPTION: CUSTOMER SERVICE OFFICER

PARTICULARS OF THE POSITION

1. Position level: Band C
2. Salary Range: \$12,081.69 to \$15,489.35
3. Duration: until retirement age of 60 years
4. Duty Station: Suva
5. Reporting Responsibilities;
 - a) **Reports To** : Senior Customer Service Officer
 - b) **Subordinates**: Nil
 - c) **Internal** – Ministry Staff
 - d) **External** - Municipal Councils, National Fire Authority, Others Ministries and Departments, Statutory Bodies, Development Partners, Private Sector and International Organizations and General Public

THE POSITION

The Customer Service Officer is tasked with providing exceptional customer service, addressing inquiries and concerns, resolving issues promptly, and ensuring a positive experience for customers interacting with the Ministry. Additionally, the role involves maintaining the Customer Complaint Database Management System.

KEY DUTIES

The position will achieve its purpose through the following key duties:

1. Provide exceptional customer service by listening to customers' concerns, offering accurate information, and resolving issues in a timely manner.
2. Handle customer complaints professionally and empathetically.
3. Record inquiries in the Customer Complaint Database Management System.
4. Gather feedback from customers through surveys, phone calls, or other methods to assist the Ministry in identifying areas for improvement in service delivery.
5. Analyse data related to customer interactions, such as call volumes, response time, and customer satisfaction ratings.
6. Collaborate with other departments within the Ministry to address customer issues and ensure service delivery meets customer needs.
7. Contribute to corporate and administrative requirements of the Ministry of Local Government as and when required.

KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators:

1. Customer response time within approved timeframes.
2. Resolution rate, the percentage of customer inquiries or complaints resolved.
3. Weekly reports on customer inquiries submitted within agreed timeframes, meeting standard reporting requirements, including analytical trends, data analyses, and any recommendations for improvement.
4. Support for corporate requirements and a team approach.

THE PERSON

In addition to a Diploma qualification in Business Administration, Marketing, Communications, or a related field, the following experience, knowledge, skills, and abilities are sought:

Knowledge and Experience

1. 1-2 years of knowledge and experience in customer service or a related field.
2. Successful record of resolving customer complaints.
3. Demonstrated experience in conducting research, surveys, data collection, and data analysis to provide customer complaint resolutions.

Skills and Abilities

1. Excellent communication skills, both written and oral.
2. Demonstrated ability to think creatively, be open to change, and see the implications of proposed changes.
3. Demonstrated ability to analyse and solve complex problems in a resource-constrained environment.
4. Ability to assess, analyse, and provide recommendations on any subject related to Customer Service.
5. Ability to assist in the implementation of Customer Service policies.
6. Strategic thinker capable of analysing and solving complex problems.
7. Ability to multitask and work effectively without supervision.
8. Capacity to utilise computer programmes to support daily operational tasks.

PERSONAL CHARACTER AND ELIGIBILITY

Applicants for employment in the Ministry of Local Government must be Fijian Citizens and under the age of 60 years with a clear police record. The successful applicant will be required to provide a police clearance as a condition of employment.

The Ministry of Local Government is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible and qualified applicants. Only the specific knowledge, experience, skills and abilities required for the job will be considered in assessing the relative suitability of applicants.