



## Employment Opportunity

### VACANCY NO.68 Sept/18: CALL CENTER AGENT

Applications are invited from suitably qualified candidates to take up the above positions.

The closing date is Friday September 21<sup>st</sup>, 2018

#### OFFICER JOB DESCRIPTION: Call Centre Agent

#### CORPORATE INFORMATION

<b>Role:</b>	Call Centre Agent
<b>Salary Band:</b>	<b>1</b>
<b>Salary Range:</b>	<b>\$21,614 - \$25,937</b>
<b>Location:</b>	Valelevu
<b>Unit / Division:</b>	Call Centre
<b>Reports to:</b>	MCS

#### Position Purpose

This position is responsible for ensuring the highest quality customer service is provided and a range of internal and external services to support service delivery and good governance across the organization.

#### Key Responsibilities

1. Answer incoming calls and assist customers with their enquiries
2. Make outbound and research calls
3. Create further interest in the company's services by inviting customers to use the services and products offered
4. Provide a high level of personalized customer service
5. Update databases with changes to the details and status of each customer or prospective customer
6. Arrange the distribution of products, information kits or brochures to clients and interested parties

7. Follow up on client calls with clerical duties, including faxing, filling out paperwork, conducting credit reference checks and liaising with other departments.
8. Deal with all complaint calls in a timely manner
9. Replying promptly via email, chat
10. Any other duties assigned by Supervisor

### **Key Performance Indicators**

Performance will be measured through the following indicators:

1. Ensure that the highest standards of customer service is maintained
2. Ensure all enquiries are dealt with accordingly and in a timely manner
3. Ensure all calls are answered in a professional manner and within three rings
4. Develop working relationships with all customers, stakeholders, government offices and departments
5. Update all Details of Customers Calling
6. Provide update of Customer Status
7. Update Database of Customer Details on every call
8. In conjunction with the customer's satisfaction, develop and implement strategies to improve the standard of customer service provided throughout the organization.
10. Monitor trends in customer requests and complaints and assist the relevant areas of the organization to develop proactive solutions to deal with significant issues

### **Selection Criteria**

#### **The Person**

In addition to a Diploma in Management, Sales and Marketing or Economics with at least 2 years relevant experience or Degree in HR, Public Administration and Frontline Management, the following Knowledge, Experience, Skills and Abilities are required:

#### **Knowledge and Experience**

1. LTA procedures and policies
2. LTA Act and Regulations
3. Knowledge and experience in commercial transport operation and management
4. Basic understanding of Hindi/Fijian
5. Excellent command of English

#### **Skills & Abilities**

1. Well versed with Microsoft Project
2. Supervisory and Management
3. Highly developed analytical
4. Good oral and written communication
5. Computer literate
6. Project Management

#### **Personal Character and Eligibility**

All applicants for employment in the Land Transport Authority must be of good character, with a background that demonstrates their commitment to the values of the organization. Applicants must also be Fijian Citizen, under Age 55, in sound health, with a clear police record.

Applications will be regarded as incomplete should the applicant fail to submit their covering letter not more than two (2) pages addressing how they meet the Knowledge, Experience, Skills and Abilities required for the position with their current CV, 2 recent referee and 1 being the immediate Supervisor and copies of relevant academic transcripts or certificates.

Applications that do not address the selection criteria will not be considered.

1. Applications can be accessed through the online recruitment portal ([recruitment.lta.com.fj/LinkRM](http://recruitment.lta.com.fj/LinkRM)) or emailed to [recruitment@lta.com.fj](mailto:recruitment@lta.com.fj)