



VACANCY

EMPLOYMENT OPPORTUNITY

The vision of the Fiji Revenue and Customs Service (FRCS) is to become a World Class Revenue Service Delivering Excellence in Revenue Collection, Border Protection, Trade and Travel Facilitation. We offer world class exposure with our affiliations with the International Monetary Fund (IMF), World Customs Organisation (WCO), The World Bank, The Organisation for Economic Co-operation and Development (OECD), Commonwealth Association of Tax Administrators (CATA) to name a few. We are currently in the midst of an exciting journey which will make tax simpler, more certain and easier to manage for most if not all Fijians. We are looking for suitable candidates for the following positions in FRCS based at our Head Office in Suva;

Manager Contact Centre – Vacancy 35/2019

Band 8: \$51,592 base salary

The Contact Centre Manager would be expected to ensure the Contact Centre operations delivers the required performance, being committed to delivering a great customer contact experience through a variety of customer contact channels which might be; Phone, Email, Web/Live Chat, Video, Social, Correspondence. The Contact Centre Manager will likely be asked to input into strategy but will more likely be implementing the strategic direction and change. Ensuring set targets are achieved.

Lead a number of Full Time Equivalent or Part time contracted staff, typically through a team of Contact Centre Team Leaders (Operational Team Leader & Work Force & Training Team Leader). The Contact Centre Manager will ensure that through their team, customers receive a friendly, professional and consistently high quality service helping to resolve various queries, close any customer enquiry and get it right first time. The Contact Centre Manager will be a position that will deal with escalated enquiries, and disciplinary issues. The Contact Centre Manager will lead and develop the team to ensure consistency in performance, stability and succession planning.

The successful candidate must have a Bachelor's Degree qualification in Business Studies or Management with at least 5 years' experience in a Contact Centre. Applicants must demonstrate proven experience of working in a contact centre and able to develop and nurture improved performance across the team. Excellent communication, engagement and development of people skills.

Team Leader Workforce and Training – Vacancy 36/2019

Band 6: \$36,939 base salary

The Team Leader Workforce and Training creates rosters looking at historical call volume and forecasting the call volume going forward. The workforce consists of agent groups responsible for handling front and back-office operations, including inbound and outbound communications via phone, email, chat, and ticket management. Implements best practices in workforce management to ensure consistent procedures and data-driven, timely decisions. Workforce Management activities are performed to maximize efficiency while meeting requirements for the organization's vision, mission and customer strategies. The Team Leader Workforce and Training needs to ensure the business is aware of the processes. Leads the support team to provide exceptional customer service with internal and external customers. Manages the support team in collaboration with the Team Leader operations.

The successful candidate must have a Diploma in either Business Studies, or Management from a recognized Institution with at least five (3) years of work experience in a Contact Centre. Proven experience of working in a contact centre and able to develop and nurture improved performance across the team. Excellent communication, engagement and development of people skills. Proven experience in rostering in a Contact Centre environment.

Team Leader Contact Centre Operations – Vacancy 37/2019

Band 5: \$30,230 base salary

Contact Centre Team Leader Operation usually work regular, full-time hours. If their employer changes shift, they may be called upon to handle those shifts and they need to be available at all times. Contact Centre Team Leader Operation may spend a good deal of time on their feet as they move around to assist and monitor staff members. Contact Centre Team Leader Operation aim to get the best performance possible from those under their charge. To maximize productivity and quality customer care, Contact Centre Team Leader Operation perform a range of primary duties. Handling Daily Operations, Motivating staff, Evaluating Performance and always ensure feedbacks are available. Contact Centre Team Leader Operation are hands-on leaders. They make sure correct procedures are followed and routinely give directions to their staff on what to do and how to improve. When an employee needs help dealing with customer concerns, Contact Centre Team Leader Operation may step in, offer advice, or authorize a special adjustment. Scheduling workers to ensure adequate coverage is also one of their duties

The successful candidate must have a Diploma in either Business Studies, or Management from a recognized Institution with at least five (3) years of work experience in a Contact Centre. Proven experience of working in a contact centre and able to develop and nurture improved performance across the team. Excellent communication, engagement and development of people skills.

Customer Service Representatives x 2 – Vacancy 38/2019

Band 3: \$18,979 base salary

The role is responsible to provide support to all inbound Customer Service in terms of answering all incoming calls and effectively solve customer issues, complaints and inquiries; keeping customer satisfaction at the core of every decision and behavior. Contact Centre Representative work regular, full-time hours. If their employer changes shift, they may be called upon to handle those shifts and they need to be available at all times. Responding to customer concerns can be challenging or monotonous at times but Customer Service Representatives need to take their positions seriously and work hard to build a loyal customer base.

The successful candidate must have Diploma in either Business Studies, or Management from a recognized Institution. Excellent communication, engagement and development of people skills. Work experience in a Contact Centre would be an advantage.

Your application must be complimented by details of proven skills and expertise with the tenacity, agility and courage supported by high record of performance and integrity.

In addition to the base salary, FRCS also provides medical insurance cover.

Please submit an email application, indicating the position and vacancy number, CV, detailed cover letter and copies of academic transcripts to careers@frcs.org.fj and also complete and submit the Employment Application Form available on our website www.frcs.org.fj. All applications will be treated in confidence.

Applications close on 20 September 2019

ONLY SHORTLISTED APPLICANTS WILL BE CONTACTED. KINDLY NOTE ONLY EMAIL APPLICATIONS WILL BE ACCEPTED, NO HAND DELIVERY.