

POSITION DESCRIPTION – SEPTEMBER 2022

POSITION TITLE: CONTACT CENTER AGENT
LOCATION: FRCS HEAD OFFICE, SUVA
REPORTS TO: TEAM LEADER CONTACT CENTER OPERATIONS
THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory Service established under the FRCA Act 1998. FRCS is an agent for the State for administration and enforcement of Tax and Customs laws in Fiji. Our Vision is to be a world class revenue Service delivering excellence in revenue collection, border protection, trade, and travel facilitation. Our organizational Values are - One organization; Leadership; Valuing employees; Integrity; Results focus; Partnership development.

POSITION PURPOSE

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 behaviour.

ACCOUNTABILITIES

OUTPUT	KEY PERFORMANCE MEASURES
Customer Service	<ul style="list-style-type: none"> • Answer all calls and meet the targets that has been put into place. • 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. • Contact Centre Representative needs to maximize productivity and deliver quality customer service. Make sure correct procedures are followed. • 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.
Core Duties & Responsibilities	<ul style="list-style-type: none"> • Manage large amounts of inbound calls in a timely manner • Outbound calls assigned during idle time e.g. debt collection. • Follow communication “scripts” when handling different topics • Identify customers’ needs, clarify information, research every issue and provide solutions and/or alternatives • Build sustainable relationships and engage customers by taking the extra mile. • Keep records of all conversations in our Contact Centre database in a comprehensible way • Meet personal/team qualitative and quantitative targets • Maintain confidentiality of the organization’s customer data base

	<ul style="list-style-type: none"> • Adhere to Contact Centre work process, procedures and roster • Display excellent interpersonal and customer services skills at all times • Ensure reports are done and proper record keeping for all accounts
Team Work	<ul style="list-style-type: none"> • Work with Team Leader Operations & provide reports when needed by the Management.
Partnerships and Customer Service	<ul style="list-style-type: none"> • Work closely with colleagues in FRCS to support the development of a workforce that is capable, adaptable, agile, with a focus on promoting a career in FRCS • Ensure that the highest standards of internal and external customer service is consistently delivered by your Team
Relationship Management	<ul style="list-style-type: none"> • Demonstrate a strong on-going partnership approach to the development of frameworks, supporting initiatives, and delivery of support services to leaders across FRCS • Take responsibility and contribute to projects as allocated from time-to-time ensuring delivery on time to standard using good practice project management principals, templates, and practices
Risk Management and Security	<ul style="list-style-type: none"> • Assist with identification of people and organizational risks, in your area of responsibilities, ensure mitigation strategies are in place and as appropriate, action taken to minimise any actual or potential impact • Support Customer Services with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies
Health, Safety, and Wellness	<ul style="list-style-type: none"> • Promote and support initiatives for high standards of Health, Safety and Wellness across FRCS • Understand and implement your responsibilities and accountabilities with regards to Health Safety and Well-being • Promote compliance with relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives

DELEGATIONS:

As may be delegated from time to time for specific tasks.

PERSON SPECIFICATION

ESSENTIAL Certificate in Hospitality or relevant discipline from a recognized Institution
 Excellent communication, engagement and development of people skills.
 Work experience in a Contact Centre would be an advantage

DESIRABLE Certificate in Hospitality or relevant discipline from a recognized Institution.
 Experience in similar role within a large complex Organization.

PERFORMANCE COMPETENCY INDICATORS

As a Support Customer Service Representative, your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report quarterly to the Team Leader Operations on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

NB: These may change once the FRCS Employee Competencies are finalized.

COMPETENCY	COMPETENCY DESCRIPTOR
Process Management	<ul style="list-style-type: none"> • Consistently good at identifying the necessary processes, and organising the right people to get things done • Knows what to measure and how to measure is so that complex processes can be refined and more can be achieved with fewer resources • Can organise resources (people, funding, material, support) and use them effectively to get things done including managing multiple activities at once and recording information and files in a useful manner
Decision Quality	<ul style="list-style-type: none"> • Utilises a mixture of analysis, wisdom, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate. • Assist others to make decisions by giving advice and offering solutions and can use his/her time efficiently to make effective decisions even when information is complex, or there are time pressures.
Drive For Results	<ul style="list-style-type: none"> • Can be counted on to successfully exceed goals and expectations by consistently be a top performer, continually pushing themselves and others for results
Listening	<ul style="list-style-type: none"> • Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees • Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgements or acting
Courage Conversation	<ul style="list-style-type: none"> • Is direct and honest in their communication with other by providing timely, complete and “actionable” feedback (positive and critical) • Takes tough stands and faces up to problems with any person or in any situation when necessary, and take negative action when it is necessary to do so
Intellectual Horsepower	<ul style="list-style-type: none"> • Is bright and intelligent, and deals with concepts, decision and complex information or situations in an efficient manner. • Is intellectually sharp, capable and agile; and is mentally flexible and patient with process, and the ideas of others
Problem Solving	<ul style="list-style-type: none"> • Uses rigorous logic and methods for recognising and solving difficult and/or hidden problems by providing effective solutions; and looks broadly for answers and searching beyond obvious answers for the best solutions. • Conducts high quality and honest analysis of information and data to aid in problem solving

Self-Development	<ul style="list-style-type: none">• Is personally committed to and actively works to continuously improve self• Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.

Contact Centre Agent - Position Description
