

JOB DESCRIPTION

OSC 06/2024: CUSTOMER SERVICE OFFICER

CORPORATE INFORMATION

Position Level:	Band D
Salary Range:	\$16,354.00
Duty Station:	Suva
Reporting Responsibilities:	a. Reports to the Commissioner b. Liaises with Commission Staff, other Agencies, and Statutory Bodies

POSITION PURPOSE

The primary purpose of this position is to assist the Compliance Officer in addressing concerns and inquiries from users regarding online safety issues such as cyberbullying, imaged based abuse, internet trolling and cyberstalking. The position is responsible for providing timely and accurate information to users, guiding them on how to navigate online platforms safely, and escalating any serious issues to the appropriate authorities. In addition to responding to user queries, the position also play a proactive role in promoting awareness about online safety best practices through educational campaigns and outreach programs. By fostering a culture of digital responsibility and accountability, they help create a safer online environment for all users. Ultimately, the primary goal of this position at the Online Safety Commission is to protect individuals from harm while promoting positive interactions in the digital world.

KEY RESPONSIBILITIES

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

- Respond to customer inquiries via phone, email, and social media platforms in a professional and timely manner.
- Assist customers with inquiries, concerns, and complaints related to online safety.
- Provide accurate and up-to-date information to customers regarding online safety resources, policies, and procedures.
- Stay updated with current online safety trends, issues, and policies to provide accurate information to customers.
- Escalate complex or urgent customer issues to the appropriate department or supervisor.
- Keep detailed records of customer interactions and feedback for future reference.
- Collaborate with other departments to ensure a seamless and efficient customer service experience.
- Take ownership of customer issues and follow up to ensure timely resolution.
- Maintain a positive and professional attitude when interacting with customers.
- Adhere to the company's code of conduct, policies, and procedures at all times.
- Uphold confidentiality and handle sensitive customer information with care.

KEY PERFORMANCE INDICATOR

- Response time to customer inquiries and complaints – prompt and efficient response demonstrates a commitment to addressing user concerns in a timely manner.
- Ability to effectively communicate information and solutions to users. Clear and concise communication helps users understand the steps they need to take to resolve their issues, leading to greater satisfaction with the service provided.
- Maintain a high level of professionalism when interacting with customers.
- Provide accurate and up-to-date information to customers at all times.
- Keep detailed and organized records of all customer interactions.
- Adhere to the commission’s code of conduct, policies, and procedures.
- Be proactive in seeking ways to improve the customer service experience.
- Maintain confidentiality and handle customer information with care.

PERSON SPECIFICATION

The applicant should possess Diploma in Customer Service/Administration or a similar field. The following knowledge, Experience, Skills and Abilities are required to successfully undertake this role.

Knowledge and Experience

- At least 3 years’ experience working in a customer service environment or similar field
- Strong understanding of online safety principles and regulations is essential. This includes knowledge of online safety act, cybercrime act, constitution of Fiji or any other relevant law.
- Proficiency in using customer service software and tools is crucial for effectively managing inquiries and resolving issues.
- Experience in handling customer inquiries and complaints is also highly valuable for this role
- The ability to communicate clearly and professionally with customers, both verbally and in writing, is essential for providing excellent service.

Skills and Abilities

- Capability to work under pressure.
- Excellent communication skills are essential as the role involves interacting with customers on a daily basis, both over the phone and through written correspondence.
- The ability to listen actively and empathize with customers' concerns is also crucial in providing effective customer service.
- Strong problem-solving skills are necessary in order to address any issues or complaints that may arise. Being able to think quickly on your feet and come up with solutions in a timely manner is key to ensuring customer satisfaction.
- A good understanding of online safety issues and regulations is important for this role, as you will be responsible for providing accurate information and advice to customers regarding internet safety
- Demonstrated ability to work as a team and to follow instructions to meet tight deadlines.

PERSONAL CHARACTER

All applicants for employment at the Online Safety Commission must be of good character, with a background that demonstrates their commitment to the public service values contained in the Fijian constitution. Applicants must also be Fijian Citizens, under the age of 60 years, in sound health, with a clear police record. The selected applicant will be required to provide a medical certificate and police clearance prior to taking up duty.

SUBMISSION DETAILS

Applicants must submit the following:

1. A detailed and updated curriculum vitae (CV);
2. The contact details of at least two (2) referees with one (1) being the current employer if applicable; and
3. Certified copies of academic certificates and transcripts.

Applications stating the vacancy number can be submitted in one of the following ways and must be done by 4.00pm on Friday 16th August, 2024.

Application by*	Delivered to:
Email	careers@onlinesafetycommission.com
Post	'Vacancy Number' The Commissioner – Online Safety Commission G. P. O. Box 51 Government Buildings Suva
Hand Delivery	'Vacancy Number' The Commissioner – Online Safety Commission Level 9 Suvavou House 401 Victoria Parade Suva

Note: Late applications will not be accepted

****Applicants are encouraged to submit their application via email.***