



JOB DESCRIPTION - CUSTOMER SERVICE OFFICER

IDENTIFICATION

Position Title: Customer Service Officer

Location: Nadi

Position Number: TSLS 09

Category: Staff

Reports to: Head of Finance & Heads of Student Services

Supervised by: Team Leader Travel and Bond Clearance & Team Leader Customer Services

ORGANIZATION CONTEXT

The Tertiary Scholarships and Loans Service (TSLS) is a Statutory Institution established under the Tertiary Scholarship and Loans Act 2014 ("the Act") to administer and implement Government funded scholarship, study loan and grant schemes. TSLS is responsible for ensuring transparent and accountable management of Government funding. In doing this, TSLS focuses on achieving demand led human capital development outcomes for Fiji.

POSITION CONTEXT

The Travel and Bond Clearance & Customer Service Officer is a newly established position to serve students and graduates for travel and bond clearances and assist in providing daily customer services to the existing and the potential students. The position will be part of both Finance and Student Services and will provide support to the Heads through the respective Team Leaders in managing the needs of the students and graduates.

The Travel and Bond Clearance & Customer Service Officer will primarily be engaged in providing face to face customer service along with assisting processing travel clearance, providing account statement, bond assessment, collection in lieu of bond service and updating of student account statement. The position will also be assisting in online chats, responding to students' emails and updating students' personal and academic details.

The position will ensure that sufficient support is provided to the students on their concerns and queries with respect to their sponsorship, travel and bond clearance.

The Travel and Bond Clearance & Customer Service Officer will support the Heads through the Team Leaders in providing transparent and accurate information in a timely manner.

KEY ACCOUNTABILITIES - CUSTOMER SERVICES OFFICER

- Maintaining a positive, empathetic, and professional attitude towards customers.
- Creating a service environment aimed at improving and providing excellent customer services.
- Receiving and attending to customer queries and concerns on matters relating to student services.
- Responding to queries and concerns received through email within the specified time.

- Responding to queries and concerns received through phone calls.
- Responding to queries and concerns through TSLs Live Chat.
- Assisting in following up, updating and processing of TSLs online application for each academic term where applications shall be open.
- Assisting the Coordinators in contacting the students who are not enrolled or in any other relating matters.
- Provide assistance to Coordinators in assessing and processing of change in particulars for each academic term.
- Taking ownership for maintaining and updating TSLs Database (DB) of student records.
- Responsible for the security and confidentiality of student records.
- Accurately recording of relevant data for daily operations and submitting reports
- Assisting the Coordinators in issuing probation and suspension letters.
- Assisting in creating promotional materials like flyers, power point presentations, handouts.
- Assisting in conducting TEI student awareness for new and existing students.
- Assisting in conducting awareness drive to secondary schools and communities.
- Assisting and participating in TSLs awareness drives such as Radio, TV, Facebook, Careers Expo and government roadshows.
- Receiving and attending to customers for their queries and concerns on matters relating to travel and bond clearance and Account Statements.
- Preparing Student Statements by verifying the Invoices and Allowances deposited during the student's Sponsorship.
- Review applications and assist Team Leader Travel and Bond Clearance in processing Bond Clearance.
- Review applications and assist Team Leader Travel and Bond Clearance in processing Bond Clearance.
- Review applications and assist Team Leader Travel and Bond Clearance in processing Travel Release for Student Visa.
- Review applications and assist Team Leader Travel and Bond Clearance in processing Travel Release for Graduates travelling on Work Visa.
- Review applications and assist Team Leader Travel and Bond Clearance in processing Travel Release for Permanent Migration
- Review applications and assist Team Leader Travel and Bond Clearance in processing Blanket Travel Approvals for Graduates Traveling for National Duties.
- Review applications and assist Team Leader Travel and Bond Clearance in processing Blanket Travel Approvals for Graduates working in Fiji and are Frequent Business Travelers.
- Calling and Emailing students to initiate recovery from defaulters who are on Payment Arrangements.
- Calling, Emailing, and visiting Guarantors of students to initiate recovery in case of defaults on Payment Arrangements.
- Liaising with Employers on getting deduction authority signed for repayments for students paying on Study loan.
- Assist Team Leader Travel and Bond Clearance in listing of Guarantors with Department of immigration.
- Assist Team Leader Travel and Bond Clearance in delisting of Guarantors with Department of immigration after student/graduate returns from overseas.
- Assist Team Leader Travel and Bond Clearance in processing Travel Release for the Guarantors.

- Assisting in updating Student Account statement by posting the repayments on the TSLs Statement Portal.
- Answering phone calls for students queries on the statement.
- Responding to queries and concerns received through email within the specified time.
- Responding to queries and concerns received through phone calls.
- Assisting with any other tasks assigned by the supervisor.

QUALIFICATION

- Diploma in Commerce, Business, Management, or any relevant qualification.

EXPERIENCE

- 1 - 2 years of experience, preferably in the recovery or customer services field.

ATTRIBUTES

- Communicate effectively orally and in writing.
- Establish cooperative working relationships with persons contacted in the course of performing assigned duties.
- Proven experience and working knowledge of Microsoft Word, Excel, and PowerPoint

RENUMERATION

- **Salary Band:** 1
- **Salary Range:** \$17,475.00 - \$26,213.00

AGREEMENT

Signatures by Supervisor and the Customer Service Officer imply the terms and conditions of employment contained herein are accepted, and the document forms a valid employment contract.

Supervisor's Signature: _____

Date: _____

Staff Signature: _____

Date: _____

Witness Name: _____

Witness Signature: _____