



Tertiary **Scholarships**
& **Loans** Service
Empowering Fiji's Future

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JOB DESCRIPTION - CUSTOMER SERVICE OFFICER

IDENTIFICATION

Position Title: Customer Service Officer

Position Number: TSLs 09

Reports to: Team Leader Customer Service

Location: Labasa and Lautoka

Category: Staff

Supervised by: Team Leader Customer Service

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 Customer Service Officer is an existing position to assist in providing daily services to the existing and the potential students. The position will be part of Student Services and will provide support to the Heads through the Team Leader in managing the needs of the students.

The Customer Service Officer will primarily be engaged in proving face to face customer service along with assisting in online chats, responding to students' emails and updating of students personal and academic details. The position will also require the officer to assist in creating awareness on schemes, assisting with online application processing and managing the student post confirmation of awards.

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

The Customer Service Officer will support the Heads and the Coordinators through the Team Leader in providing transparent and accurate information in a timely manner.

KEY ACCOUNTABILITIES - CUSTOMER SERVICE OFFICER

The Team Leader positions will also adhere to the JD of the Customer Service Officer role.

- Maintaining a positive, empathetic, and professional attitude towards customers always.
- Creating a service environment aimed at improving and providing excellent customer services.
- Receiving and attending to customers for their 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 of 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.
- Contributing and assisting in developing new or revisions to existing schemes policies for National Budget.
- Participating in Strategic Plan discussions and write ups.
- Participating in all Corporate Social Responsibility activities initiated by TSLS.
- Participating in internal and external training for upskilling.
- Maintaining and keeping proper records of all TSLS assets within your custody.
- Assisting with any other tasks assigned by the supervisor.

QUALIFICATION

- Diploma in Business, Management or any relevant qualification.

EXPERIENCE

- 1 - 2 years of experience, preferably in 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: _____