

## **Job Vacancy: Customer Relations Officer**

**Company:** Handy Finance Fiji

**Position Location:** Handy Centre, 8 Kimberly Street

**Deadline:** 29th February 2024

### **Job Description:**

Handy Finance Fiji is seeking a dynamic and customer-oriented individual to join our team as a Customer Relations Officer. This position will be based at our Handy Centre office located at 8 Kimberly Street. The successful candidate will be responsible for maintaining positive relationships with our clients, providing exceptional customer service, and achieving departmental targets.

### **Roles and Responsibilities:**

1. Serve as the primary point of contact for customer inquiries, concerns, and feedback.
2. Build and maintain strong relationships with clients to ensure satisfaction and retention.
3. Respond promptly to customer inquiries via phone, email, or in-person meetings.
4. Resolve customer complaints and issues in a timely and professional manner.
5. Communicate effectively with other departments to address customer needs and ensure timely resolution of issues.
6. Provide information and guidance to customers on Handy Finance's products and services.
7. Assist in the development and implementation of strategies to enhance the overall customer experience.
8. Maintain accurate records of customer interactions and transactions in the company's database.
9. Proactively identify opportunities to upsell or cross-sell additional products or services to existing customers.
10. Work collaboratively with team members to achieve departmental targets and objectives.
11. Stay up-to-date with industry trends and best practices in customer relations.

### **Minimum Requirements:**

- Diploma in Business, Finance, Administration, or related field.
- Must be a self-starter with the ability to work independently.

- Previous experience in customer service or related field would be an advantage.
- Able to achieve departmental targets.
- Compulsory full driver's license with a clear record.

**Application Process:**

Interested candidates are invited to submit their application, CV, completed application form, and a recent photo to [om@handyfinance.com.fj](mailto:om@handyfinance.com.fj). Please ensure that the subject line of the email includes "Customer Relations Officer Application - [Your Name]". Applications must be received by the deadline on 29th February 2024.

**Note:** Only shortlisted candidates will be contacted for further assessment.

Handy Finance Fiji is an equal opportunity employer and encourages applications from all qualified individuals, including those with diverse backgrounds and those with disabilities. We thank all applicants for their interest in joining our team.