



MINISTRY OF HOUSING

ROLER DESCRIPTION: COMPLAINTS AND LIAISON OFFICER

Position Level: Band F

1. Salary Range: \$22,528.74 to \$28,883.00
2. Duty Station: Ministry Head Quarters, Suva
3. Reporting Responsibilities;
 - a) Reports to: Principal Research and Policy Officer
 - b) Liaises with: All staff, Government Ministries and Customers
 - c) Subordinates: One

Position Purpose

The purpose of the position is to investigate & resolve complaints, as well as training & inspiring others and implementing processes to ensure continuous improvement within the customer service function. The position also provide assistance in the facilitation and coordination of ministry activities and events.

Key Responsibilities

The position will achieve its purpose through the following:

1. Ensure all customer complaints are accurately recorded and referred to relevant unit or team when required and provide follow ups on all customer complaints and enquiries
2. Collate and analyse complaint data for effective recommendations to the Management
3. Liaise with relevant authorities in ensuring smooth Investigation to resolve complex complaints received by the ministry
4. Identify service improvement opportunities and working with internal stakeholders to improve internal processes and provide complaint training and coaching across teams
5. Provide necessary assistance in ensuring that Minister's and Ministry social media platforms is administered and updated in a timely manner;
6. Offer relevant support in organising Ministerial schedule, meetings, appointments and managing travel itineraries; and
7. Actively contribute to all corporate requirements of the Ministry, including planning, budgeting and human resources activities, where required.

Key Performance Indicators

Performance will be measured through the following indicators:

1. Complaints received is documented and handled in a timely manner and in accordance with the required standards and procedures;
2. Complex complaints is investigated and resolved in a timely manner in accordance with approved standards and procedures;
3. Effective and efficient administration and coordination of ministries events and meetings within the agreed standards and the required timelines; and
4. Ministry social media platforms is administered and updated in a timely manner and within the required standard and procedures.

Person Specification

In addition to a Bachelor's Degree in Management, Communications or equivalent, the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role.

Knowledge and Experience

1. A previous experience of understanding the needs of customers and/or an awareness of the Housing Sector would be highly desirable
2. Understanding of the Housing Sector and related responsibilities
3. Have previous experience of managing complaint
4. Knowledge of law or policy in related fields.
5. Experience in working collaboratively with multiple partners Demonstrate previous experience of process implementation and/or a 'continuous improvement' mindset

Skills and Abilities

1. Skills in analysing data and producing statistical report
2. Demonstrated ability to think analytically about issues and express ideas clearly.
3. Ability to develop robust solutions that meet the identified needs.
4. Ability to work independently and on multiple projects concurrently
5. Excellent Analytical, report writing and interpersonal skills
6. Good general problem identification and solution skills
7. Administrative and Management skills.
8. Demonstrate ability to effectively use technology including social media platform and other software applications.

Personal Character and Eligibility

Applicants for employment in the Ministry of Housing and Community Development must be Fijian Citizens, under Age 55, in sound health, with clear police record. The successful applicant will be required to provide a medical certificate and police clearance as a condition of employment.

The Ministry of Housing and Community Development is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible and qualified applicants. Only the specific knowledge, experience, skills and abilities required for the job will be considered in assessing the relative suitability.