**Nauru Utilities Corporation would like to invite suitable applicants for the following vacancy:**

**Vacancy:** **CUSTOMER SERVICE OFFICER x 1**

**Department:** Customer Service

**Reports to:** Customer Service Team Leader

**Starting Salary:** $10,987.00

**Responsibilities & Accountabilities**:

1. Managing incoming calls and customer service enquiries
2. Ensuring paid application of new customers is attended too by communicating it to PPM Team for immediate action
3. Identifying and assessing customer’s needs to achieve satisfaction
4. Build sustainable relationships and trust with customer accounts through open and interactive communication
5. Provide accurate, valid and complete information
6. Meet personal/customer service team targets in conjunction with PPM Team and call handling quotas
7. Handle customer complaints, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution
8. Keep records of customer interactions, process customer accounts and file documents
9. Follow communication procedures, guidelines and policies
10. Take the extra mile to engage customers
11. Ensure all work areas are maintained in a clean, safe and orderly manner at all times
12. Cooperate fully with NUC Management in regards to any duties or requirements imposed on them by relevant Health and Safety legislations and ensure compliance
13. Carry out other duties and responsibilities considered appropriate and relevant by NUC Management
14. Project a professional image of NUC

**Qualification:** Year 12 Pass, Diploma in Accounting

**Experience:** Must have at least 1 – 2 Years in Accounting field

**Skills:** Knowledge of Ms Navision, MS Excel, fluent spoken and written English, good analytical skill, effectivecommunicator, solution driven when dealing with customer disputes

**Work Conditions:** Work odd/ extra hours if required, work under pressure, gets work done with minimal/no supervision

*Application forms are available at the NUC HR Administration office, Aiwo District, Power Station or you may submit applications in a letter addressed to the HR Manager with CV, Contact details, reference letters, and any other relevant documents.*

**Contact details**: Email: [hr-team@nuc.com.nr](mailto:hr-team@nuc.com.nr) or Call us: 5574059

**Closing date**: 16/Feb/2022.

**Please note applications may be short-listed and progressed prior to the closing date.**

At NUC, we want our people to reflect the community we operate in, and encourage applications from a diverse range of people, backgrounds and experiences.