

Job Description: Client Information Officer, Labasa Office

Corporate Information

Salary Range:	FJD\$25,950–FJD\$36,000
Location:	Labasa
Reporting Responsibilities:	a) Reports To: Team Leader, Labasa Office b) Liaises with: Corporate, Legal and Policy, Education and Advocacy, Communications c) Subordinates: One

Role Purpose

To provide essential frontline client service and administrative support to the Labasa Office, ensuring the efficient management of client intake, information, and case records. This role is pivotal as the first point of contact for the public and directly enables the Team Leader to focus on strategic leadership and complex casework.

Key Responsibilities

1. Client Service & Front Desk Management

- Serve as the first point of contact for the Commission, providing professional, empathetic, and efficient service to all visitors and callers.
- Accurately advise members of the public on the Commission's mandate and complaints process.
- Respond to client inquiries via phone, email and/or in person.
- Assist complainants in completing necessary forms for the formal lodgement of complaints, ensuring all initial information is captured clearly and completely.
- Provide clear and accurate information about the Commission's services, policies and procedures.

2. Case Management & Information Integrity

- Diligently update and maintain the complaints case management system daily, ensuring both digital and manual records are accurate, complete, and current.
- Record client interactions and feedback in the system.
- Prepare reports on common inquiries and emerging issues to inform service improvements
- Support the Team Leader and Manager Complaints and Investigations by preparing and organizing case files for meetings and investigations.
- Handle client information in line with privacy and data protection standards.
- Ensure adherence to Commissions policies and ethical guidelines

3. Administrative & Operational Support

- Prepare, process, and dispatch all standard correspondence, including acknowledgments, referrals, and feedback letters, in strict accordance with Commission protocols and timelines.
- Assist the Team Leader with documenting, collating, and filing minutes and records from conciliation meetings and other case-related proceedings.
- Provide general administrative support to the Labasa Office to ensure its smooth day-to-day operation.
- Undertake any other duties as directed by the Director to support the strategic objectives and operational needs of the Commission.

Person Specification

Qualifications and experience

- Relevant qualification in administration, law, business, social sciences, or a related field.
- Prior experience in office support or complaints handling within a public sector, civil society or community organisation.
- Experience in case management, or information management or database management.
- Excellent communications skills, including experience in customer-facing roles or working closely with external stakeholders.
- Analytical, interviewing, and report-writing skills.
- Knowledge of the human rights landscape in Fiji.

Skills

- Excellent verbal and written communication skills, with the ability to interact effectively with a diverse range of people.
- Strong proficiency in the Microsoft Office Suite (Word, Outlook, Excel).
- Strong attention to detail and the ability to prioritise tasks, manage workflows, and meet deadlines in a dynamic environment.
- A proactive and collaborative approach, with the ability to work effectively both independently and as part of a small team.

Personal attributes

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- Ability to prioritise and manage multiple tasks.
- Ability to collaborate, including with colleagues working in other locations.
- Willingness to undertake travel when required.
- Knowledge of working in the Pacific, preferably in Fiji.