

JOB DESCRIPTION – REGIONAL COORDINATOR (LABASA)

Position	Regional Coordinator
Organization	Consumer Council of Fiji
Tenure	Three Years (Contract)
Duty Station	Labasa
Reporting to	Chief Executive Officer through Managers
Salary Scale	\$26,576- \$38,727

1.0 Primary Purpose

To ensure that the Regional Office functions professionally, efficiently and effectively, and at all times meets and contributes to the Council's overall objectives.

2.0 Organizational Context of Position

The Consumer Council of Fiji (CCF) is a statutory body established under the Consumer Council of Fiji Act 1976 (Cap 235). The Council is expected to play a positive role in achieving a market place where consumers are well informed, confident and protected from unlawful, deceptive, misleading or otherwise, objectionable practices. The prime function of the Council is to drive real change for consumers based on these five themes-

- Delivering consumer knowledge, skills and information to all
- Championing and protecting the interests of all consumers
- Assist consumers in resolving complaints with traders and service providers
- Driving change (policy/procedures/practices) to benefit consumers
- Enabling consumers to make responsible choices

3.0 Council's Role

The Council's roles are to:

- Improve consumers' ability to make informed decisions;
- Solve consumer complaints through Alternative Dispute Resolution (ADR), Advisory services and legal representation;
- Advise the Minister on such matters affecting the interests of the consumers;
- Collect, collate and disseminate information in respect of matters affecting the interests of consumers;
- Support or maintain legal proceedings initiated by consumers, where such support is deemed necessary;
- Make representations to the government or to any other persons or organisations on any issues affecting the interests of consumers;
- Conduct research and investigations into matters affecting consumers;
- Provide debt management and consumer credit advisory services to financially illiterate consumers;
- Conduct market surveillance to establish product prices and compliance with product labelling and safety requirements including misrepresentation

- Work in partnership with local, regional and international organizations to identify and understand emerging consumer issues, conduct research and campaign on issues in solidarity to change local and global practices.

4.0 Responsibilities of the Position

The key accountabilities and responsibilities of the Regional Co-ordinator Labasa are:

4.1 Supervision and Management Support

- Under the direction of the CEO, to ensure the Regional Office functions professionally, efficiently and effectively and at all times meets and contributes to the Council's overall objectives.
- Provide leadership and direction to make the Regional Office a dynamic and effective organization for the Northern Division.
- Co-ordinate and manage the day-to-day operations of the regional office.
- Supervise and manage the work of its staff to ensure emerging and other consumer issues relevant to the Northern Division are addressed.
- Develop a positive work environment where staff understand their roles and responsibilities to support Council's objectives.
- Ensure effective control and co-ordination mechanisms are in place based on Council's policies and procedures.
- Ensure appropriate protection and maintenance of Council's property.
- Maintain a high level of integrity, work ethics and corporate governance standards.
- Ensure confidentiality of information pertaining to the Council's work.

4.2 Programme Development and Reporting

- Implement the annual business plan by creating an organized and systematic framework for effective delivery within the allocated resources.
- Review and report regularly to the Managers on the overall progress and results against key performance indicators and initiate courses of action for improvements.
- Provide regular and timely quarterly and monthly reports to the Managers on the implementation of the annual work programme.
- Under the direction and in consultation with the CEO, submit annual Budget proposals for the regional office based on work program and according to Council's guideline and timeline.

4.3 Work Co-ordination

- Co-ordinate and undertake all consumer education awareness activities such as mobile units, community visits, workshops, school visits etc.
- Conduct market surveillance and investigations.
- Resolve consumer complaints through mediation covering the Northern Division under the direction of the respective managers based at the HQ.
- Contribute to the quarterly production of Consumer Watch Newsletter.
- Carry out any other duty assigned by the CEO or Respective Managers at the HQ in Suva.

4.4 Networking

- Build strong relationships with NGOs, CSOs and Faith Based Organisations, Fijian Competition and Consumer Commission, Community Consumer Advisory Group, and statutory bodies.

The duties and responsibilities as set out above are not exhaustive and the Post holder may be required to carry out additional duties within the post holder's level of skills and experience.

5.0 Key Selection Criteria

5.1 Qualification

- Degree in education, economics, business studies, law or social science or equivalent.

5.2 Technical Expertise

- At least 5 years of work experience in mediation, management or leading a small team.
- Committed to social justice.
- Experience in handling disputes.
- Experience of public awareness-raising and media-related activities.
- Good understanding of consumer issues.
- Good understanding of the Consumer Council Act and its statutory functions.
- Good knowledge of the consumer protection legislations and consumer issues nationally and internationally.
- Sound IT skills, with knowledge and experience in the use of statistical and office software.

5.3 Key Skills and Competencies

- Excellent communication skills (oral and written) and the ability to communicate fluently in English.
- Another language would be an advantage.
- Proven ability to network and establish collaborative relationships with a variety of stakeholders.
- Experience in organizing training workshops and events.
- Demonstrated experience in coordinating work, including financial management, assessment and reporting.
- Ability to work in a team and also on his/her own.
- Strong presentation skills, articulate and persuasive.
- Demonstrated ability to work under minimum supervision and heed directives.
- Must be able to forge a sound networking relationship with consumer protection agencies for consumer redress.
- Strategic thinker, innovative, performance driven, stamina and an effective decision maker.
- Must have excellent analytical and people skill.
- Must possess excellent interpersonal skills, self - motivation, and good organizational skills.
- Ability to work in a high volume, high pressure environment.
- Ability to coordinate & organize work.
- Uses interpersonal skills to gain the trust of consumers and others, and secure their cooperation.
- Treats sensitive or confidential information appropriately.
- Values and affirms colleagues input and expertise.
- Shares information and encourages regular feedback from all staff.
- Overall the post holder will be expected to take a high level of personal responsibility for his/her own work.

6.0 Contacts

This position has regular contacts with the following organizations:

- Government Ministries/Departments
- Relevant Statutory Organizations
- Consumer Network
- Judiciary
- Commercial Organizations
- Industry Groups and Professional Organizations
- Government Ministries/Departments
- Fijian Competition & Consumer Commission
- Judiciary
- NGOs and Faith Based Organisations

7.0 Challenges and Impact on Organization Results

The challenges facing the position holder include the development of effective communication with the consumers and traders. It also requires building relationships with other organization including media, schools, NGOs, community groups, traders and service providers for consumer redress. The incumbent has to develop and maintain knowledge of monopolies and multinational companies to understand the strategies used which may not be fair to the consumers.

The incumbent is expected to take a positive approach to these challenges and develop creative/innovative approaches to handle them. Lateral and strategic thinking is often required to come up with effective and achievable approaches.

The incumbent needs to be strongly consumer-focused and, frequently needs to prioritize and manage multiple tasks/demands set by circumstances.

8.0 Organisation Structure

Immediate supervisor: Managers

Positions Reporting To You	No Of Staff Reporting To Them
Consumer Officer – Labasa	-
Assistant Consumer Officer – Labasa	-

