

FIJI NATIONAL UNIVERSITY
DIVISION OF HUMAN RESOURCES

VISION STATEMENT:

To be the leading dual-sector university in the Pacific.

MISSION STATEMENT:

To serve the people, the economy and society of Fiji and the wider Pacific region, by providing education and training for employability, with an excellent student experience; carrying out research with real-world impact, aligned to national priorities and with global relevance; engaging proactively with stakeholders, in our communities, nation and region; and demonstrating leadership in sustainability.

1. POSITION DETAILS

Position	: Commercial Services Facilitator
Grade	:
Incumbent	: 1
College	: Office of the Pro Vice Chancellor Corporate Services
Department	: Corporate General Office
Location	: Nasinu
Reports to	: Pro Vice-Chancellor Corporate Services through Manager Commercial Services

2. PURPOSE

The Commercial Services Facilitator plays a crucial role in supporting the efficient operation and administration of commercial services, with a focus on hostel accommodation, sports complex operations, Unilodge, and Cafeteria Operations. This multifaceted role requires strong organizational skills, attention to detail, and the ability to effectively manage administrative tasks related to hostel, sports complex facilities, Unilodge, and Cafeteria Operations. The Commercial Services Facilitator will work closely with the management team to ensure the smooth delivery of services, exceptional internal and external customer satisfaction, and compliance with organizational policies and procedures.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Manager Commercial Services**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

Positions Reporting To You	No Of Staff Reporting To Them
N/A	N/A

4. KEY ACCOUNTABILITIES

<ul style="list-style-type: none">• Hostel Accommodation and Unilodge Management: Maintain accurate and up-to-date records of resident information, occupancy rates, and billing details using hostel management software.
<ul style="list-style-type: none">• Sports Complex Operations: ' Assist with the day-to-day operations of the sports complex, including facility bookings, equipment rentals, and event coordination.
Cafeteria Operations:
<ul style="list-style-type: none">• Update tenancy information, lease agreement, compliance, and rental review dates, and other administrative
<ul style="list-style-type: none">• Administrative Support:• Provide administrative support to the commercial services management team• Verify and submit weekly timesheet and overtime, in Banner for approval, including verification of staff leave.• Compile and submit fortnightly Exception Report and Time in Lieu to Department Manager, Payroll for processing.• Notify departmental Managers on any discrepancies subject to staff attendance, leave, time in lieu, or overtime for the purpose of timesheet/exception reporting.
<ul style="list-style-type: none">• Customer Relations:• Act as a point of contact for customer inquiries, feedback, and complaints related to hostel accommodation, sports complex facilities, Unilodge, and Cafeteria Operations, ensuring prompt resolution and customer satisfaction.• Build and maintain positive relationships with hostel residents, sports complex users, Unilodge, Cafeteria Operations, and other stakeholders, fostering a welcoming and supportive environment
<ul style="list-style-type: none">• Financial Management:• Assist with financial management tasks, including billing, invoicing, and reconciliation of payments for hostel accommodation, sports complex services, Unilodge, and Cafeteria Operations.• Monitor revenue streams, expenses, and budgetary allocations for commercial services, providing regular updates and reports to management as required.• Seek and analyse quotation for requisition/IRO for less than \$5K• Facilitate IRO requisition for the Department• Timely and efficient verification, approval, and processing of IRO or purchase requisition• Ensure proper SOP and Procurement policy are adhered to when seeking quotations• Liaise with Procurement for timely processing of orders for the Department

- Others:
- Any other duties as and when assigned by the immediate Supervisor/Manager, etc

5. KEY CHALLENGES

- Flexibility to outside normal operational hours (including weekends) as well as work in crises and emergencies.

6. AUTHORITY LEVEL

Operating Expenditure :.....Nil.....

Capital Expenditure :.....Nil.....

Others :Nil.....

7. QUALIFICATION

Essential:

- A relevant Bachelor of Commerce degree

Desirable:

- Knowledge of Banner Finance

8. EXPERIENCE

Essential:

- At least 1 year of relevant finance or administrative experience

9. KNOWLEDGE & SKILLS

- Good Customer service and interpersonal skills
- Have an attention to detail.
- Self-starter with minimum supervision
- Maintain a high standard of communication and problem-solving skills.
- Ability to deal with sensitive information in a confidential manner

10. WORKING RELATIONSHIP

INTERNAL	FREQUENCY
Within the Division	Daily
EXTERNAL Liaise with other divisions/Dept./Colleges/FNUSA. liaison with other	FREQUENCY As and when required

11. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as a result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.