



Come Join Our Team!

We are seeking to recruit a suitably qualified, innovative and self-driven professional to be based in Lautoka for the position of **Customer Service (Imports) Officer**.

Key responsibilities will include:

- Compile and verify discharge lists, submit manifests to relevant authorities.
- Arrange equipment and service orders, ensuring accurate invoicing and registration.
- Provide timely updates, release dockets upon payment confirmation and oversee compliance requirements such as ICTS updates and biosecurity measures.
- Prepare sight lists, completing exit notes, compiling outturn vessel reports and liaising with Fiji Customs for verification.
- Raising Import invoices in accounts receivable and forward for verification before sending to customers
- Registering commercial manifest with Fiji Customs for adherence and cargo clearance purposes
- Arrangement manifest amendments (on request by customer/Principal) with Fiji Customs and invoicing responsible party
- Provide general customer service support and handle import queries and documentation.
- Assist in portable weighing activities (where necessary)
- Undertake other duties assigned by your Manager

Reporting directly to the Lautoka Branch Manager, the successful incumbent must have the following pre-requisites:

Position Competencies and Personal Attributes

- Customer service attitude and professional appearance
- Proficiency in Microsoft Office programs
- Hands-on experience with office equipment and accessories
- Excellent communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks

Education & Work Experience:

- A University diploma in Customs
- Minimum 2 years work experience in a similar role

All applications with a cover letter, a detailed CV and copies of relevant certificates/transcripts and character references are to be addressed to:

The Administration Manager,
Email: vacancies@ssfl.com.fj

Applications close on 17th July, 2026