



Palau National Communications Corporation (PNCC)

Vacancy Announcement

It is the policy of Palau National Communications Corporation (PNCC) that qualified Republic of Palau Citizens be given **EQUAL EMPLOYMENT OPPORTUNITY** for employment consideration, with other country nationals utilized in positions for which qualified Republic of Palau Citizens are not available.

Open Date: December 04, 2025		Close Date: December 17, 2025	
Position Title	CUSTOMER SUPPORT AGENT LEVEL I (2) POSITION “FULL TIME CONTRACTUAL EMPLOYMENT		
Salary Range	Starting @ \$16,432.00 per annum		

JOB OBJECTIVES:

1. Understand what customers want and provide them with solutions that can not only best meet their needs and requirements, but also maximize their satisfaction in a manner consistent with PNCC Strategy.
2. Establish good relationships with customers, and convince them with the value of PNCC offerings (products, services, and customer supports) so that they become our long-term customers, creating a loyal customer base for PNCC.
3. Represent Our Values so that not only customers, but also employees of PNCC feel happy to work with you.

KEY DUTIES AND RESPONSIBILITIES:

Customer Support Agent I (CSA I) is required, but not limited, to fulfill the following duties and responsibilities. In the case where activities not covered herein become questioned, determine whether CSA I should undertake such activities jointly with Supervisor/Manager, based on the points delineated in the above "Job Objectives."

[EXPECTED ACTIVITIES & ACHIEVEMENTS]

- Data Entry: Use Billing and Customer Care (IVUE) company system to capture customer details on new and existing services, as well as creating trouble tickets. CSA will also be responsible for extensive processing of all Service Orders, while fully maintaining integrity of all data.
- Understand PNCC products/services: Develop in-depth understanding of the value that each of our products/services offers to customers. Also, understand technical features of our products/services. Be ready to convince customers with the value, and provide easy-

to-understand technical advices, if not detailed ones, when necessary.

- Set yearly objectives and goals. Through discussions with Supervisor, define your personal objectives and goals for the coming twelve months that are crucial to generate the optimal business outcomes based on the Customer Service Plan.
- Implement the Customer Service Plan: Establish a rapport with every customer. Understand the customer's needs. Whenever appropriate, conduct value proposition by explaining the value of PNCC offerings from the perspective of the customer. When the customer shows interest, do your best to lead the conversation to successful closing. Evaluate to what extent customers are satisfied with your services and PNCC offerings.
- Conduct customer support operations in a flawless manner based on the related SOP.
- Perform billing, cashiering, and money collection to be completed in a timely manner either by yourself or by other team members in charge.
- Collect VOC (Voice of Customers): Understand whether customers are satisfied with PNCC's customer-handling, products/services, value proposition, and customer supports. Identify their unmet needs. Feed-back report-worthy VOC to Customer Support Supervisor so that the Supervisor can share it with other teams/departments.
- Report directly to Customer Support Supervisor and works under direct supervision.

[COMPLIANCE WITH OUR VALUES]

- Adhere to all policies, procedures, regulations and guidelines established within PNCC.
- Face customers' troubles sincerely: When a customer reports a trouble related to our products/services, listen to them in a sincere manner. Provide appropriate advices if the trouble is within your reach. If not, write a trouble report accurately, and arrange for the supports of other teams/departments immediately. Keep the customers informed on the status of the trouble shooting conducted by PNCC.
- Be responsive: When requested by a customer or a PNCC employee, provide information in question in a timely manner. If asked for information that you cannot deliver immediately, tell the inquirer what you will do next and when you will be able to do so. Cooperate with colleagues, supervisors, and other teams/departments if necessary to obtain such information. If it takes time, keep the inquirer informed of your progress so that the enquirer does not feel uncared.
- Value teamwork: Align yourself to the direction of the department and the corporation. Be ready to cooperate with any employees of PNCC whenever a necessity arises.
- Improve customer services on a never-ending basis through cooperation with every stakeholder. Be sensitive to problems and issues that could potentially impair the quality of PNCC customer services.
- Be proactive: Contribute and recommend new ideas and changes to Customer Support Supervisor as deemed appropriate and whenever necessary; and assist in implementing new ideas to achieve operational efficiency.
- Improve customer service skills continuously.

QUALIFICATION REQUIREMENTS:

EDUCATION AND EXPERIENCE:

Minimum high school graduate. Preferably, graduation from an accredited two-year college, preferably in Business Administration or a related field. Excess sales experience may be substituted on a year-to-year basis.

Must be able to read, write and speak English and Palauan fluently.

Required: Excellent interpersonal skills (communication, problem solving, team-work) and a high level of expertise and accuracy in using PNCC's computer-based customer care and billing system as well as Microsoft Office software, and office equipment.

Required: The ability to be attentive, accurate and maintain concentration and be able to learn a variety of tasks.

Must demonstrate knowledge and skill in:

- Basic computer skills.
- Company policies, procedures, products and services.
- General office practices and procedures.
- Professional telephone skills and systems.
- Marketing and sales practices and principles.
- Time management and organizational skills.
- Quality customer service delivery
- Ability to multi-task
- Ability to work independently as well as within a team environment.

LICENSES AND OTHER REQUIREMENTS:

Possession of a valid Republic of Palau's driver's license.

HOW TO APPLY:

EMPLOYMENT APPLICATION FORMS ARE AVAILABLE AT THE PNCC HUMAN RESOURCES OFFICE LOCATED IN NGERUSAR, AIRAI STATE AND THE PNCC KOROR BUSINESS OFFICE (KBO) LOCATED IN DOWNTOWN KOROR ACROSS FORMER PALAU NATIONAL CONGRESS BUILDING OR SEND RESUMES TO THE FOLLOWING ADDRESS:

HUMAN RESOURCES OFFICE
PALAU NATIONAL COMMUNICATIONS CORPORATION
P.O. BOX 99 – ONE AIRPORT ROAD
KOROR, REPUBLIC OF PALAU 96940
EMAIL: mchin@pnccpalau.com