



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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CIRCULAR No. 112

OSC Ref. C.4858³⁵

18th May, 2020

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the **vacant** post **Customer Service Assistant (Level 2)** in the **Jamaica Intellectual Property Office (JIPO)**, salary range \$705,046 - \$881,308 per annum and any allowance(s) attached to the post.

Job Purpose

Under the supervision of the Director, Human Resource Management and Administration, the incumbent performs Customer Service duties and operates the electronic equipment to provide an effective and efficient communication system both, internally and externally.

Key Responsibilities

- Welcomes and greets everyone entering the Office and directs individuals to appropriate officers;
- Keeps abreast of changes in JIPO in order to share accurate information;
- Resolves customer complaints when possible and refers as necessary, to ensure resolution;
- Ensures effective functioning of the Switchboard by multi-tasking and treating calls in priority order;
- Monitors and screens all incoming telephone calls and directs them to the appropriate staff;
- Handles effectively, all outgoing calls as requested by staff;
- Responds to routine enquiries from clients;
- Receives and disseminates to relevant staff members, all messages left by callers;
- Reports telephone faults immediately and follows up to ensure resolution;
- Prepares and updates the Internal Telephone Directory accordingly;
- Makes announcements using the paging system;
- Drafts correspondence of routine nature;
- Performs a variety of clerical functions as assigned;
- Ensures all ISO 9001:2015 related duties are completed and participates in all activities as required;
- Makes photocopies of documents including brochures and pamphlets as needed;
- Performs other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Strong social, interpersonal and customer relations skills
- Good people management and time management skills
- Good problem-solving and conflict management skills
- Good oral and written communication skills

Technical:

- Sound knowledge of switchboard operations
- Knowledge of the operations of JIPO and its policies and procedures

Minimum Required Qualification and Experience

- Four (4) GCE 'O' Level/CXC Proficiency Level subjects including English Language and Mathematics/Accounts;
- Certificate in Receptionist/Telephone Operating skills or Secretarial skills;
- One (1) year experience in a related field;
- Training and experience in Customer Service would be an asset.

Special Condition Associated with the Job

- May be required to multi-task.

Applications accompanied by résumés should be submitted **no later than Monday, 1st June, 2020 to:**

**Director
Human Resource Management and Administration
Jamaica Intellectual Property Office
18 Trafalgar Road
Kingston 10**

Email: hrma@jipo.gov.jm

Fax: (876) 927-6744

Please note that only shortlisted applicants will be contacted.

Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.



**Merle I. Tam (Mrs.)
for Chief Personnel Officer**