



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

30 NATIONAL HEROES CIRCLE, KINGSTON 4

JAMAICA, WEST INDIES

TEL: 876-922-8600

FAX: 876-924-9764

EMAIL: communications@osc.gov.jm

WEBSITE: www.osc.gov.jm

CIRCULAR No. 325
OSC Ref. C. 4858³⁶

14th December, 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 be assigned to the post of **Client Service Officer (GMG/AM 4) – (Not Vacant)** in the **Plant Quarantine/Produce Inspection Branch – Jamaica Import/Export Inspectorate Centre, Ministry of Agriculture and Fisheries**, salary range **\$1,410,802 - \$1,677,000** per annum and any allowance(s) attached to the post.

Job Purpose

Under the direction of the Chief Plant Quarantine/Produce Inspector (SOG/ST 9), the Client Service Officer (GMG/AM 4) is responsible for the effective and efficient management of the day to day operational, administrative and customer service functions for the One-Stop-Shop in order to ensure the fulfillment of its objectives.

Key Responsibilities

Management/Administrative:

- Attends Import/Export Regulatory Meeting, workshops and seminars.

Technical/Professional:

- Ensures best practice in Customer Service and its principles are executed;
- Facilitates the communication for all relevant information pertaining to the operations of the various Regulatory Agencies;
- Makes available brochures, leaflets and other relevant printed material at the one Stop Shop and various regulatory agencies;
- Liaises with each agency to ensure the availability of staff to effect efficient delivery of the various services to customers;
- Serves as a central point of contact with all Agencies within the Import/Export Inspection Centre;
- Records and keeps Minutes of all Import/Export Regulatory Meetings;
- Schedules appointments for the inspection of containers by the various Regulatory Inspectors;
- Prepares Operational Budget;
- Provides assistance to Brokers/Importers seeking to apply for Permits online;
- Liaises with Fiscal Services/Suppliers to ensure routine servicing of equipment and timely repairs as required;
- Ensures that services are delivered in accordance with agreed performance target of the various entities;
- Liaises with each Agency to ensure the availability of staff to effect efficient delivery of service to customers;
- Ensures the customers are made aware of the correct procedures and fees associated with different services;
- Identifies staff training requirements and ensures sustained provision of structured training programs and on the job coaching in good Customer service;
- Serves as a central point of contract with all Agencies in the One-Stop-Shop and external customers in the resolution of a variety of day-to-day matters;
- Liaises with the Customs Department and regulators in the scheduling and keeping of appointments for inspection;
- Provides high level proactive, customer-oriented services by:
 - ✓ Following standard Help Desk operating procedures and accurately logging internal and external calls/complaints;
 - ✓ Maintaining the Help Desk database tracking system and generating and analyzing reports as requested;

- ✓ Responding accurately and pleasantly to queries from walk-in customers and those received by telephone, displaying patience and understanding with internal and external customers, while projecting a professional image;
- ✓ Taking responsibility for handling specific customer problems or requests giving high priority to customer satisfaction.
- Conducts surveys among users to identify the quality of services provided by the Help Desk and makes recommendations for improvement in services, where necessary;
- Assists with any other related activities as directed by the Chief Plant Quarantine/Produce Inspector.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good use of initiative
- Good interpersonal skills
- High level of integrity, honesty and professionalism
- Ability to work in a team
- Ability to work with minimal supervision
- Good problem-solving and analytical skills

Technical:

- Good Report Writing and Minute Writing skills
- Excellent Customer Service skills
- Proficiency in the use of relevant accounting and other computer applications
- Knowledge of general office procedures and practices
- Knowledge of Records Management
- Knowledge of Supplies and Inventory Management
- Knowledge of Government/Ministry's policies and procedures
- Knowledge of Plant Quarantine/Produce Inspection policies and procedures

Minimum Required Qualification and Experience

- Associate/Diploma in Management Studies or equivalent qualifications;
- Training in Customer Services;
- Five (5) years related experience.

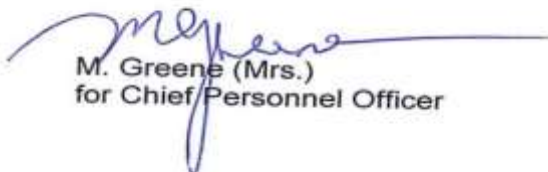
Applications accompanied by résumés should be submitted **no later than Monday, 28th December, 2020 to:**

**Senior Director
Human Resource Management and Development Division
Ministry of Agriculture and Fisheries
Hope Gardens
Kingston 6**

E-mail: hrm@micaf.gov.jm

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.


M. Greene (Mrs.)
for Chief Personnel Officer