



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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CIRCULAR No. 314 **OSC Ref. C. 6210/S5¹⁸**

2nd 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 fill/be assigned to the posts of **Customer Service Officer (PIDG/RIM 2)** in the **Ministry of Foreign Affairs and Foreign Trade**, salary range \$748,959 – \$890,277 per annum and any allowance(s) attached to the post.

Job Purpose

Reporting to the Office Manager, the Customer Service Officer is responsible for providing efficient customer service to all visitors to the Ministry, including dignitaries, VIPs, Government Officials and the general public. The Customer Service Officer also manages regular customer queries and directs complaints to the relevant personnel.

Key Responsibilities

- Screens visitors to the Ministry. Visitors, include foreign dignitaries, diplomats, foreign nationals, Government Officials, job applicants, the press and members of the general public requiring information and/or assistance;
- Records the name, time of arrival and departure of each visitor in a Register;
- Notifies relevant Officer on whom the visitor is calling and takes action as instructed;
- Ensures that security passes are issued to visitors;
- Provides routine information and assistance to the public. Refers more complex or sensitive queries to the relevant department/officer as appropriate;
- Responds to customer request(s) and queries or if necessary directs requests and queries to the relevant personnel;
- Provides relevant information on the Ministry's process and procedures and where appropriate directs customers to other relevant MDAs;
- Seeks advice from the Office Manager regarding customer service issues/complaints;
- Assists with maintaining the aesthetics of the lobby area;
- Receives and signs for letters, packages and documents delivered to the Front Desk, including Diplomatic ID Cards and applications from Foreign Missions for duty free concessions;
- Sorts and records incoming mail and documents received in the Mail Register for internal distribution to relevant officers;
- Receives and checks documents submitted by the public for authentication by the Consular Affairs Department;
- Directs client to pay the authentication fee to the Cashier, once, documents are checked and found to be in order. The receipt is then attached to the document and submitted to the Consular Affairs Department for authentication;
- Records processed, authenticated and other official documents to be collected by Bearers/clients in the relevant Register;
- Relieves the Telephone Operator as required;
- Assists with the development of a Work Plan with the guidance of the Office Manager;
- Performs any other duties assigned.

Required Knowledge, Skills and Competencies

- Organizational awareness – knowledge of the Ministry's role, functions, policies and procedures
- Knowledge of modern office practices and procedures

- Strong customer service orientation
- Excellent interpersonal skills
- Good oral and written communication skills
- Good listening skills
- Knowledge of office etiquette
- General knowledge of security procedures for screening visitors to the Ministry

Minimum Required Qualification and Experience

- Graduated from a Secondary institution with four (4) subjects at the CXC or GCE 'O' Level, including English Language and a numeric subject, plus a minimum of three to four (3-4) years' experience at the Level 1 or an equivalent academic training and experience.

Applications accompanied by résumés should be submitted **no later than Tuesday, 15th December, 2020 to:**

Senior Director
Human Resource Management and Development
Ministry of Foreign Affairs and Foreign Trade
21 Dominica Drive
Kingston 5

E-mail: hrmassistant@mfaft.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.



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