



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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**CIRCULAR No. 24**  
**OSC Ref. C. 4840<sup>29</sup>**

**25<sup>th</sup> January, 2021**

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 following **temporary** posts in the **Corporate Planning and Administration Division, Ministry of Finance and the Public Service (MOFPS)**:

1. **Manager Customer Service Monitoring and Evaluation (GMG/SEG 2)**, salary range \$2,023,418 – \$2,405,208 per annum and any allowance(s) attached to the post.
2. **Customer Service Monitoring and Evaluation Officer (GMG/AM 3)**, salary range \$1,181,789 – \$1,404,775 per annum and any allowance(s) attached to the post.
3. **Customer Care Officer (GMG/AM 3) (2 posts)**, salary range \$1,181,789 – \$1,404,775 per annum and any allowance(s) attached to the post.
4. **Customer Care Assistant (GMG/AM 1)**, salary range \$820,588– \$975,421 per annum and any allowance(s) attached to the post.

### **1. Manager Customer Service Monitoring and Evaluation (GMG/SEG 2)**

#### **Job Purpose**

Under the general supervision of the Director, Customer Service, the Manager Customer Service Monitoring and Evaluation is responsible for the coordination and implementation of the Ministry's Customer Service Monitoring and Evaluation Programme. Primarily, the Manager, Customer Service M&E will be responsible for monitoring and evaluating the value chain elements of: Service & Operational Planning, Service Awareness, Service Delivery Operations as well as general Customer Service Satisfaction.

#### **Key Responsibilities**

##### **Management/Administrative**

- Assists in the development of the Customer Relations Branch's Corporate/Operational Plans and Budget;
- Develops Individual Work Plan based on an alignment to the overall Plan for the Branch
- Provides advice to the Director, Customer Service and Managers on procedures;
- Identifies customer service strategies and standards;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required.

##### **Technical/Professional**

- Develops and implements the Customer Service Evaluation Programme in collaboration with the Communications and Public Relations Branch of the Ministry;
- Monitors and evaluates overall progress on achievement of results based on the Customer Service Balanced Scorecard;
- Collects data, analyzes and reports on feedback from the Ministry's Mystery Shopper Programme;
- Conducts evaluation of the Customer Service Training/ Sensitization Sessions (Head Office, Outstations, Departments and Agencies) in collaboration with the Human Resource Development Unit;
- Creates and utilizes a mix of feedback strategies to collect data on divisional services, the library services, website, Youtube, inclusive of the use of surveys, and focus group discussions;

- Conducts evaluation of the quality of products and service offerings of the Ministry, its portfolio Agencies and Departments;
- Evaluates internal help desk services of Ministry;
- Develops and executes internal and external customer service surveys to determine customer satisfaction. Analyze and report on findings on a regular basis;
- Recommends strategies to the Director, Customer Service for improving efficiency and effectiveness by identifying bottlenecks to minimize or eliminate such bottlenecks;
- Supports the stakeholder analysis through periodic analysis of the interests and expectations of the customers;
- Prepares and submits research papers on customer service programmes.
- Represents the Division at meetings, seminars, workshops, conferences and other fora;
- Performs other related duties that may be assigned from time to time.

### **Human Resource**

- Co-ordinates and monitors the work of the M&E Unit of the Branch;
- Monitors and evaluates the performance of direct reports, prepares performance appraisal and recommend training so as to achieve personal and organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit;
- Ensures the welfare and developmental needs of the staff in the Unit are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit 's and Division's goals;
- Maintains, monitors attendance reports for all relevant members of staff.

### **Customer Service**

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meet expectations;
- Prepares quarterly and /or annually customer service reports.

### **Required Knowledge, Skills and Competencies**

#### **Core:**

- Excellent interpersonal and team management skills
- Excellent communication (oral and written and including listening) skills
- Excellent analytical and problem solving skills
- Excellent management skills
- Excellent customer and quality focus skills
- Excellent planning and organizing skills
- Excellent judgement and decision making skills
- Integrity

#### **Technical:**

- Research methods
- Use of statistical software
- Data analysis
- Database software development
- Knowledge of the Ministry's policies and procedures
- Knowledge of GOJ Customers Service Policies and Procedures

### **Minimum Required Qualification and Experience**

- Diploma in Management Studies/Public Administration or related subject
- At least two (2) years related work experience in supporting data collection and analysis and /or work in a research environment
- Familiarity in the use of databases
- Familiarity with statistical tools is an asset

### **Special Conditions Associated with the Job**

- Work will be conducted in an office outfitted with standard office equipment and specialized software
- Meeting tight deadlines which will result in high degrees of pressure
- May be required to travel locally and overseas to attend conferences, seminars and meetings.

## **2. Customer Service Monitoring and Evaluation Officer (GMG/AM 3)**

### **Job Purpose**

Under the direction of the Manager, Customer Service Monitoring and Evaluation, the Customer Service Monitoring and Evaluation Officer is responsible for providing support and assistance in the collection and analysis of data and the preparation of relevant reports for monitoring and evaluation of the Customer Service Programme.

### **Key Responsibilities**

#### **Technical/Professional:**

- Assists the Manager Customer Service M&E to collect data, analyze and report on feedback from the MOFP&S Mystery Shopper Programme;
- Assists the Manager Customer Service M&E with the evaluation of the Customer Service Training /Sensitization Sessions, in collaboration with the Human Resource Development Unit;
- Assists the Manager Customer Service M&E with evaluation of the quality of products and services offerings of the Ministry and its portfolio Agencies and Departments;
- Assists with the deployment and collection of internal and external customer service surveys to determine customer satisfaction;
- Assists with the analysis of the data;
- Updates the Customer Service M&E database with relevant data as new information becomes available;
- Supports the Manager Customer Service M&E with printing, binding and distribution of relevant tools to assist with collection of data;
- Provides support to the Manager Customer Service M&E with the development and execution of relevant customer service research;
- Assists with the coordinating of focus group meetings, gathering and other sessions to garner feedback from relevant customers;
- Performs other related duties that may be assigned from time to time;
- Maintains customer service principles, standards and measurements.

### **Required Knowledge, Skills and Competencies**

#### **Core:**

- Excellent communication (oral and written and including listening) skills
- Excellent teamwork and co-operation skills
- Initiative
- Excellent customer and quality focus skills
- Managing the client interface
- Methodical
- Integrity

#### **Technical:**

- Data entry skills
- Report writing skills
- Proficiency in relevant software applications
- Knowledge of the Ministry's policies and procedures
- Knowledge of GOJ Customers Service Policies and Procedures

### **Minimum Required Qualification and Experience**

- Diploma in Management Studies/Public Administration or related subject
- At least two (2) years related work experience in supporting data collection and analysis and /or work in a research environment
- Familiarity in the use of databases
- Familiarity with statistical tools is an asset

### **Special Conditions Associated with the Job**

- Work will be conducted in an office outfitted with standard office equipment and specialized software
- Meeting tight deadlines which will result in high degrees of pressure

### **3. Customer Care Officer (GMG/AM 3) (2 posts)**

#### **Job Purpose**

Under the general direction of the Manager, Customer Care, the Customer Care Officer is responsible for assisting the general public in all aspects of their interaction with the Ministry, with the objective of achieving the mandate of the Ministry.

The incumbent will also manage customer inquiries complaints and interact with customers to provide and process information.

#### **Key Roles and Responsibilities**

##### **Technical/Professional**

- Serves as liaison between Divisions/Units and the customers;
- Responds to customers' requests/enquiries;
- Provides accurate information and resolve customer (internal and external) enquires/issues/complaints received via the call centre, reception counter or mail in a professional and timely manner;
- Deals with customer enquiries and/or complaints by phone, post, email or direct interaction;
- Escalates complex issues and complaints to the Customer Service Manager in keeping with established standards;
- Follows –up on customer enquiries not resolved immediately;
- Provides customers with product and service information;
- Maintains a portfolio of the MOF&PS's products and services;
- Maintains database on key customers of the Ministry and tracks customers interface with the Ministry;
- Anticipates possible delays in response to customer enquiries and plans strategies to avoid or minimize them;
- Analyzes situations to determine the best use of resources;
- Records details of issues and actions taken;
- Collaborates with the Communications and Public Relations Branch, updates relevant Notice Boards and the Libraries with information relevant to the customers;
- Identifies, researches and resolves customer issues using the technology;
- Recommends new systems, procedures or working practices to improve customer service efficiency;
- Recognizes, documents and alerts the relevant staff of trends in customer calls;
- Completes call logs and reports;
- Collates information and prepares monthly, quarterly and annual reports;
- Maintains logs of customer complaints and queries;
- Communicates with internal Divisions on customer service issues;
- Maintains the right style and matches customer pace;
- Participates in quarterly meetings of the Intra-Ministerial Customer Service Team and prepare relevant Minutes and reports.

##### **Customer Service**

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;

- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or annually customer service reports in accordance with established standards.
- Performs any other related duties and functions as may be required from time to time.

### **Required Competencies**

#### **Core**

- Excellent interpersonal and team management skills
- Excellent communication (oral and written and including listening) skills
- Excellent analytical and problem-solving skills
- Excellent leadership skills
- Excellent customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

#### **Technical**

- Strong customer service focus and commitment to providing quality customer service with demonstrated ability to relate to people from various backgrounds
- Communication and interpersonal skills characterized by patience, clarity and empathy at a personal, written and telephone level
- Ability to use tact, diplomacy and negotiating skills when handling difficult customers to achieve a positive outcome
- Ability to develop and maintain positive working relationships with staff from other Divisions, Agencies/Departments and work in conjunction with them to ensure the smooth operation of customer service function
- Ability to maintain confidentiality at all times
- Ability to work in an area with changing and sometimes conflicting priorities
- Ability to maintain productive and efficient output in a busy work environment
- Good listening skills and the ability to work under pressure
- Numeracy skills, attention to detail and keyboard skills

### **Minimum Required Education and Experience**

- Associate's Degree/Diploma in Management Studies, Business Administration /Public Administration or a related discipline
- Specialized training in customer services
- Two (2) years related work experience.

### **Special Conditions associated with the job**

- Work will be conducted in an office outfitted with standard office equipment and specialized software
- The environment is fast-paced with on-going interactions with critical stakeholders
- Meeting tight deadlines which will result in high degrees of pressure

## **4. Customer Care Assistant (GMG/AM 1)**

### **Job Purpose**

Under the general direction of the Manager, Customer Care, the Customer Care Assistant is responsible for assisting the general public in all aspects of their interaction with the Ministry, as the first line of contact to assist with customer inquiries and complaints and interact with customers to provide and process information.

The incumbent will also provide an effective and efficient communication system both internally and externally.

## **Key Roles and Responsibilities**

### **Technical/Professional**

- Greets and welcomes customers to the Ministry and directs them to the appropriate office/officer;
- Delivers courteous treatment of all staff and visitors to the Ministry and via telephone;
- Ensures reception area is welcoming, with all necessary stationery and material (pens, forms, brochures etc.);
- Provides accurate information in person and via phone/email;
- Deals with customers' enquiries and complaints and have them recorded;
- Researches, compiles and delivers information to the Customer Care Officers and Unit Head;
- Receives all incoming calls, identifies the officers required and connects callers to appropriate extensions;
- Answers calls from extensions, dials numbers requested and connects the party called to officers who requested the number;
- Takes and relays messages promptly;
- Reports faults and defects to Unit Heads and Service Providers;
- Maintains contact with Divisions/Directors/Outstations for smooth flow of information;
- Advises Cashier and other staff members on the amount owing for private calls;
- Reconciles monthly bills and submits particulars relating to payments of all charges in the telephone register;
- Maintains office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor's badges);
- Ensures that systems, procedures and working practices are implemented;
- Displays professionalism, confidentiality and good deportment at all times;
- Maintains the MOF&PS corporate image.

### **Customer Service**

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or annually customer service reports in accordance with established standards.
- Performs any other related duties and functions as may be required from time to time.

## **Required Competencies**

### **Core**

- Excellent communication (oral and written and including listening) skills
- Excellent customer service and quality focus skills
- Initiative
- Time management skills
- Teamwork and Co-operation skills
- Compliance
- Integrity
- Manage the client interface

### **Technical**

- Knowledge of customer service, telephone ethics and techniques
- Knowledge of the Ministry's policies and procedures
- Knowledge of office management and ethics
- Public Speaking skills
- Record-keeping skills
- Switch Board Operating skills

## **Minimum Required Education and Experience**

- At least four (4) subjects at the CXC General proficiency /GCE O'levels including English Language and a numeric subject
- Customer Service Certification
- Certificate in Telephone Operating and ethics
- Training in Public Speaking
- Three (3) years of related work experience.

**OR**

- Certificate in Management Studies
- Training in Customer Service and Telephone Ethics
- Training in Public Speaking
- Two (2) years' experience in a similar role

**Special Conditions associated with the job**

- Work will be conducted in an office outfitted with standard office equipment and specialized software
- The environment is fast-paced with on-going interactions with critical stakeholders
- Meeting tight deadlines which will result in high degrees of pressure

Applications accompanied by résumés should be submitted **no later than Friday, 5<sup>th</sup> February, 2021 to:**

**Senior Director, Human Resource Management & Development  
Human Resource Management & Development Branch  
Ministry of Finance & the Public Service  
30 National Heroes Circle  
Kingston 4**

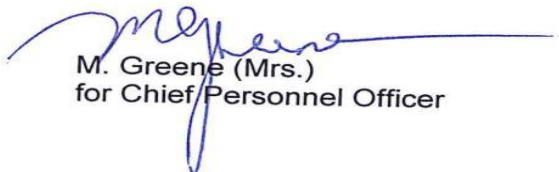
**Email: [hrapplications@mof.gov.jm](mailto:hrapplications@mof.gov.jm)**

**Please identify the job title of interest as the Subject.**

**Detailed information about the positions can be accessed on the Ministry's website [www.mof.gov.jm](http://www.mof.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