



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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CIRCULAR No. 138
OSC Ref. C. 4858³⁹

26th April, 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 fill the **vacant post of Customer Care Assistant (GMG/AM 1) in the Plant Quarantine/Produce Inspection Branch, Ministry of Agriculture and Fisheries** salary range \$820,588 – 975,421 per annum and any allowance(s) attached to the post.

Job Purpose

Under the general supervision of the Administrative Assistant (GMG/AM 3), the Customer Care Assistant (GMG/AM 1) is responsible to assist the general public in all aspects of their interaction with the MDA 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 Responsibilities

Technical:

- Greets and welcomes visitors to the MDA and directs them to the appropriate Office/Officer;
- Ensures courteous treatment of all staff and visitors to the MDA and via telephone;
- Ensures Reception Area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures);
- Provides accurate information in-person and via phone/email;
- Records and deals with customers' enquiries and complaints;
- 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 the appropriate extensions;
- Answers calls from extensions, dials numbers requested and connects the party calls to Officers who requested the numbers;
- Takes and relays messages promptly;
- Reports faults and defects to Unit Head 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 (monitors Logbook, issues Visitor Badges);
- Ensures that systems, procedures and working practices are implemented accurately in accordance to established format;
- Ensures that professional attitude and deportment are displayed at all times;
- Maintains the MDA's corporate image at all times;
- Reports faults and defects to relevant Officers in a timely manner;
- Displays professionalism, confidentiality and good deportment at all times;
- Performs any other related duties which may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good customer service and quality focus skills
- Good use of initiative
- Good time management skills
- Teamwork and co-operation skills
- Compliance
- Integrity

- Managing the client interface

Technical:

- Knowledge of Customer Service, telephone ethics and techniques
- Knowledge of Office Management and Ethics
- Good public speaking skills
- Good records keeping skills
- Switch board operating skills
- Knowledge of the MDA's policies and procedures

Minimum Required Qualification 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' experience working in a similar field **or**;
- Diploma in Management Studies with two (2) years' experience in a similar role;
- Training in Customer Service and Telephone Ethics.

Applications accompanied by Résumés should be submitted **no later than Friday, 7th May, 2021 to:**

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

Email: hrm@moa.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**