



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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CIRCULAR No. 367
OSC Ref. C. 4858⁴⁰

28th October, 2021

RE-ADVERTISEMENT

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 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 Responsibilities

Technical:

- Greets and welcomes visitors to the Ministry and directs them to the appropriate Office/Officer;
- Ensures courteous treatment of all staff and visitors to the Ministry 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 Ministry'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
- Ability to work in a team

- Compliance
- Integrity
- Managing the client interface

Technical:

- Knowledge of Customer Service, telephone ethics and techniques
- Knowledge of office management and ethics
- Knowledge of the Ministry's policies and procedures
- Good public speaking and records keeping skills
- Switchboard operating skills

Minimum Required Qualification and Experience

- Four (4) CXC General Proficiency/GCE O'Level subjects, 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;
 - Training in public speaking.

Applications accompanied by Résumés should be submitted **no later than Wednesday, 10th November, 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**