



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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CIRCULAR No. 179

OSC Ref. C. 6555¹³

6th May, 2022

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 Officer (GMG/AM 3)** in the **Office Management and General Services Branch, Ministry of Industry, Investment & Commerce**, salary range \$1,229,060 - \$1,460,966 per annum and any allowance(s) attached to the post.

Job Purpose

Under the direction of the Director, Office Management and General Services (GMG/SEG 2), the Customer Care Officer (GMG/AM 3), is responsible to assist 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 and complaints and interact with customers to provide and process information.

Key Responsibilities

Technical/Professional:

- Serves as liaison between Divisions/Units and the customers;
- Responds to customer requests/enquiries;
- Directs requests/enquiries to appropriate staff;
- Deals with customer enquiries or complaints by phone, post, email or direct interaction;
- Follows-up on customer enquiries not immediately resolved;
- Provides customers with product and service information;
- Maintains portfolio of the MDA's products and services;
- Maintains portfolio of the business processes of all services of the MDA and its Agencies;
- Maintains database on key customers of the MDA and tracks customers interface with the MDA;
- Foresees possible delays or complications and plans strategies to avoid or minimize them;
- Analyzes situations to determine the best use of resources;
- Records details of issues and action taken;
- Updates relevant Notice Boards and the Libraries with information relevant to the customers in collaboration with the Corporate & Public Relations Unit;
- Identifies, researches and resolves customer issues using the computer system;
- 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 a log of customers 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 prepares relevant Minutes and reports;
- Performs other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Good oral and written communication skills
- Interpersonal skills
- Customer and Quality Focus
- Planning and organizing
- Teamwork and Co-operation skills
- Tact and Diplomacy
- Managing the client interface

- Database Entry
- Report Writing skills
- Proficiency in relevant Software Applications
- Knowledge of the MDA's policies and procedures
- Knowledge of GOJ Customer Service Policies & Procedures
- Knowledge of Customer Service principles and practices

Minimum Required Qualification and Experience

- Diploma in Management Studies, Public Administration, Personnel Management, Business Administration
- At least two (2) years in Customer Service or performing related functions

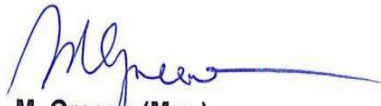
Applications accompanied by résumés should be submitted **no later than Thursday, 19th May, 2022 to:**

**Director, Human Resource Management and Development
Ministry of Industry, Investment & Commerce
4 St. Lucia Avenue
Kingston 5**

Email: hrm@miic.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 (acting)**