



**OFFICE OF THE SERVICES COMMISSIONS**  
(CENTRAL GOVERNMENT)  
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING  
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**CIRCULAR No. 207**  
**OSC Ref. C.4858<sup>42</sup>**

**31<sup>st</sup> 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 Service Monitoring and Evaluation Officer (GMG/AM 3)** in the **Customer Service Branch, Ministry of Agriculture and Fisheries**, 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 Manager, Customer Service Monitoring and Evaluation (GMG/SEG 2), the Customer Service Monitoring and Evaluation (M&E) Officer (GMG/AM 3) 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 M&E Officer to collect data, analyze and report on feedback from the Ministry, Department and Agency's (MDA's) Mystery Shopper Programme;
- Assists the M&E Officer with the evaluation of the Customer Service Training/Sensitization Sessions (Head Office, Outstations, Departments and Agencies), in collaboration with the Human Resource Development Unit;
- Assists the M&E Officer with evaluation of the quality of products and service offerings of the MDA, 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;
- Collates reports to support the M&E Officer with the preparation of the Customer Service M&E reports on a monthly, quarterly, half-yearly and annual basis;
- Supports the M&E Officer with the printing, binding and distribution of relevant tools to assist with the collection of data;
- Provides support to the M&E Officer with the development and execution of relevant Customer Service Research;
- Assists with the set-up and logistics of focus groups meetings, gatherings and other Sessions to garner feedback from relevant customers;
- Performs other related duties that may be assigned from time to time.

**Required Knowledge, Skills and Competencies**

***Core:***

- Good oral and written communication skills
- Customer and quality focus
- Ability to work in a team
- Initiative
- Ability to manage the client interface
- Methodical

***Technical:***

- Data Entry skills
- Report writing skills
- Proficiency in relevant software applications
- Knowledge of GOJ Customer Service Policies and Procedures

**Minimum Required Qualification and Experience**

- Diploma/Certificate in Management Studies or Public Administration or related subject;
- Two (2) years' experience in supporting data collection and analysis and/or work in a research environment;
- Familiarity in using databases. Familiarity with statistical tools is an asset.

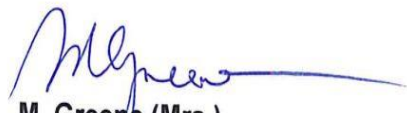
Applications accompanied by résumés should be submitted **no later than Tuesday, 14<sup>th</sup> June, 2022 to:**

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

Email: [hrm@moa.gov.jm](mailto: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.**



**M. Greene (Mrs.)  
for Chief Personnel Officer (acting)**