



## Office of the Services Commissions

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### **CIRCULAR No. 357** **OSC Ref. C. 6272<sup>16</sup>**

25<sup>th</sup> August, 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 Manager (GMG/SEG 1)** in the **Administration and Special Services Division, Office of the Prime Minister**, salary range \$1,640,253 -1,949,746 per annum and any allowance(s) attached to the post.

### **Job Purpose**

Reporting to the Director, Administration and Special Services, the Customer Service Manager will undertake a variety of highly responsible, confidential, administrative and customer service duties to support the effective functioning of the operations of the Administration and Special Services of the Office of the Prime Minister/Office of the Cabinet.

### **Key Responsibilities**

- Maintains the Help Desk Database Tracking System and generates and analyses reports as requested;
- Responds to in-person and telephone queries pleasantly, displaying patience and understanding with internal and external customers, while projecting a professional image;
- Assists with the design and delivery of Customer Service Training Programmes and the dissemination of customer service information to create and maintain awareness of standards and customer expectations;
- Develops and maintains a database of Customer Service best practices and establish benchmarks for service delivery and other related activities;
- Develops and reviews Customer Service policies and procedures to guide the operations of the Unit and the Ministries;
- Conducts and/or directs operational audits and evaluations to ensure procedures and standards are being adhered to including the Citizens Charter;
- Conducts Customer Satisfaction Surveys among users to identify the quality of service provided by the Help Desk and makes recommendations for improvement in service delivery, where necessary;
- Addresses customer problems and answers questions from customers in a manner that will ensure a positive experience for customers;
- Keeps abreast of and evaluates trends in Customer Service best practices;
- Provides weekly reports/updates to the Director, Administration and Special Services on the status of enquiries and the action taken;
- Manages the Closed User Group (CUG) Plan for the OPM and OC;
- Participates in the development and preparation of the Strategic, Operational Plan and Budget for the Division;
- Supervises the day-to-day activities of the Customer Service Representatives including Telephone Operators and Receptionists and initiates and stimulates co-operation within the team;
- Manages the welfare and development of staff in the Unit through the preparation of Work Plans and conducting performance evaluations, recommendation of required training and development programmes;
- Provides leadership through effective objective setting, delegation and effective communication.

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

- Integrity and confidentiality
- Strong time management, planning and organizing skills
- Excellent social and interpersonal skills
- Excellent oral and written communication skills
- Sound judgement, decision making and problem-solving skills
- Excellent leadership, networking and relationship-building skills
- Knowledge of Government of Jamaica policies and programmes
- Knowledge of Government's regulations and procedures
- Knowledge of Customer Service best practices

- Good research and analytical skills
- Ability to work under pressure and to deal with challenging situations in a sensitive and creative manner
- Proficient in the use of computers and computer applications especially Microsoft Office Suite (Word, Excel, PowerPoint)

**Minimum Required Qualification and Experience**

- First Degree in Management Studies, Business Administration, Public Administration, or related discipline from a recognized tertiary institution;
- Certificate in Customer Relation/Service Management;
- Three (3) years' experience working in the Customer Relations/Service area.

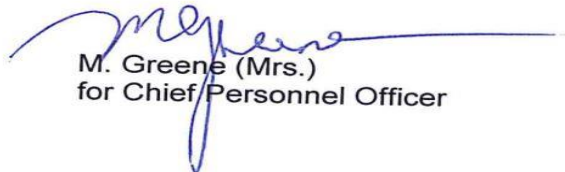
Applications accompanied by résumés should be submitted **no later than Wednesday, 7<sup>th</sup> September, 2022 to:**

**Senior Director  
Human Resource Development and Management Division  
Office of the Prime Minister  
1 Devon Road  
Kingston 10**

**E-mail: jobs@opm.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