



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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CIRCULAR No. 117

OSC Ref. C.6555¹⁵

9th March, 2023

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to be assigned to the post of **Customer Care Assistant (GMG/AM 1) - (Not Vacant)** during the period **June 2, 2023 to August 8, 2023** in the **Department of Co-operatives and Friendly Societies, Ministry of Industry, Investment and Commerce**, salary range \$1,124,500 - \$1,512,328 per annum.

Job Purpose

Under the general direction of the Human Resource and Administration Manager (GMG/SEG 1), 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 the 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 addresses; 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 called to officers who requested the number;
- Takes and relays messages promptly;
- Reports faults and defects to Unit Head and Service Providers or relevant officer in a timely manner;
- 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;
- Maintain office security by following safety procedures and controlling access via the Reception Desk (monitor logbook, issue visitor badges);
- Ensures that systems, procedures and working practices are implemented accurately in accordance to established format;
- Maintains the MDA's Corporate Image at all times;
- 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

- Good oral and written communication
- Customer service and quality focus skills
- Initiative
- Good time management skills
- Teamwork and cooperation
- Compliance
- Integrity
- Managing client interface
- Knowledge of customer service, telephone ethics and techniques

- Knowledge of Office Management and Ethics
- Good Public Speaking skills
- Record keeping
- Switch board operating skills
- Knowledge of the MDA's policies and procedures

Minimum Required Qualification and Experience

- 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 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, 22nd March, 2023 to:**

**Director, Human Resource Management and Development
Ministry of Industry, Investment and 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.



**Merle I. Tam (Mrs.)
for Chief Personnel Officer**