



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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16th 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 fill the **vacant** post of **Manager, Customer Services (GMG/SEG 2)** in the **Customer Service Branch, Ministry of Economic Growth and Job Creation**, salary range \$3,332,803 - \$4,482,249 per annum.

Job Purpose

Under the direction of the Director General (GMG/EMG 1), the Manager, Customer Services (GMG/SEG 2), is responsible for strategic leadership, co-ordination, and management of the Customer Service Portfolio of the Ministry, and for providing general oversight for the Ministry's/ Agencies. Specifically, the Manager is responsible for the development, monitoring and implementation of the portfolio policies, programmes, projects, standards and related activities, for driving the modernization of the Customer Service Programme across the Ministry and its Portfolio Agencies.

The incumbent maintains linkages with Office of the Cabinet and other key stakeholders in support of improved service delivery across the Ministry and its Portfolio Agencies, in accordance with the Government of Jamaica Public Sector Modernization Vision and Strategy as well as the MEGJC's Citizens' Charter.

Key Responsibilities

Technical/Professional:

- Meets Customer Service objectives by integrating customer service information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing productivity, quality, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change;
- Maximizes customer operational performance by providing Help Desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques;
- Ensures robust Complaints Management System is in place to resolve customer complaints promptly;
- Improves Customer Service quality results by reviewing, evaluating, and re-designing business processes; establishing and communicating service metrics; implementing changes;
- Recommends, maintains and implements Customer Service policies, procedures, and guidelines;
- Develops and implements service level standards focused on response times and issue resolution;
- Develops and implements Customer Service strategies and specific objectives;
- Facilitates Customer Service financial objectives by forecasting requirements; preparing an Annual Budget; scheduling expenditures; analyzing variances; initiating corrective actions;
- Facilitates employees' training and development in Customer Service across the Ministry periodically;
- Reviews and documents business processes aligned to the key services of the Ministry and its Portfolio Agencies;
- Develops and implements the Customer Service Improvement Plan;
- Develops and monitors the Complaints Management System;
- Leads the development and implementation and maintenance of the Citizens' Charter;
- Determines Customer Service requirements by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analyzing information and applications;

- Facilitates promotion and awareness of the customers to the Ministry's products and services;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Collaborates with the Public Relations and Communications Manager, conduct relevant campaigns, expositions to increase awareness and promotion of the goods and services of the Ministry and its Agencies/Department.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Sound interpersonal skills
- Good problem-solving and decision making skills
- Customer and quality focus centric
- Excellent planning and organizing skills
- Sound analytical and methodical techniques
- Sound integrity
- Strong strategy formulation techniques
- Working knowledge of research methodologies
- Ability to interpret and analyze data
- Excellent knowledge of monitoring and evaluation techniques
- Knowledge of Total Quality Management requirements
- Excellent knowledge and demonstrated use of Business Process Reengineering Techniques
- Knowledge of the Ministry's Policies and Procedures
- Knowledge of GOJ Customer Service Policies and Procedures
- Knowledge of the MEGJC's Citizens' Charter

Minimum Required Qualification and Experience

- University Degree preferably in Business Administration, Management Studies, Public Administration, Psychology, Demography or any closely related field;
- Three (3) years of experience in Customer Service with at least two (2) years being at a supervisory level;
- Experience in interpreting data from statistical software;
- Customer Service training would be a distinct asset.

Applications accompanied by résumés should be submitted **no later than Wednesday, 29th March, 2023 to:**

**Senior Director, Human Resource Management & Development
Ministry of Economic Growth and Job Creation
7th Floor, The Towers
25 Dominica Drive
Kingston 5**

Email: human.resources@megjc.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**