



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

30 NATIONAL HEROES CIRCLE, KINGSTON 4

JAMAICA, WEST INDIES

TEL: 876-922-8600

FAX: 876-924-9764

EMAIL: communications@osc.gov.jm

WEBSITE: www.osc.gov.jm

CIRCULAR No. 333

OSC Ref. C. 4840³²

21st July, 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 following **vacant** posts in the **Corporate Planning and Administration Division, Ministry of Finance, and the Public Service (MOFPS)**:

1. **Manager Customer Care (GMG/SEG 2)**, salary range \$3,770,761 - \$5,071,254 per annum.
2. **Manager, Customer Service Monitoring and Evaluation (GMG/SEG 2)**, salary range \$3,770,761 - \$5,071,254 per annum.
3. **Customer Service Monitoring and Evaluation Officer (GMG/AM 3)**, salary range \$1,984,305 - \$2,668,670 per annum.

1. Manager Customer Care (GMG/SEG 2)

Job Purpose

Under the general direction of the Director, Customer Service, the Manager, Customer Care is responsible for the co-ordination and implementation of the Ministry of Finance and the Public Service's Customer Service Programme. Primarily, the Manager, Customer Care will be responsible for coordinating and facilitating the value chain elements of Service Expectation Identification, Service Awareness Creation, Direct Customer Interface, Complaints Management and Service Delivery Operations. The incumbent maintains linkages with relevant key internal and external 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 & Strategy as well as the MOF&PS's Citizens' Charter.

Key Responsibilities

Management and Administrative

- Develops the Unit's annual Operational Plans based on alignment to the overall Plan for the Branch;
- Develops the Unit's Annual Budget and manages expenditure within budget ceilings;
- Develops and submits the Unit's Monthly, Quarterly, Semi-annual and Annual Reports for the relevant internal and external stakeholders of the Ministry;
- Participates in meetings, seminars, workshops and conferences as required;
- Liaises with Cabinet Office and any other entity, public or private involved in the planning, development and implementation of Customer Service initiatives;
- Participates in Quarterly Meetings of the Intra-Ministerial Customer Service Team and prepare relevant Minutes and reports;
- Prepares reports and programme documents as required

Technical

- Maximizes customer operational performance by monitoring help desk resources and technical advice; resolving problems; disseminating advisories, warnings and new techniques;
- Develops and implements new systems, procedures or working practices to improve customer service efficiency;
- Assists with the development and implementation of the Ministry's Mystery Shopper Programme;
- Develops, collates and distributes Customer Service publications and articles;
- Provides timely updates of the Ministry's initiatives and highlights on the Customers' Notice Board;
- Monitors and evaluates the Complaints Management System to resolve customer complaints promptly ;
- Monitors service level standards focused on response times and issue resolutions;
- Conducts and/or facilitate Customer Service training and sensitization;

- Determines customer service requirements by maintaining contact with customers, visiting operational environments, forming focus groups, analyzing information and applications;
- Creates awareness of the Ministry's products and services for the customers;
- Supports the stakeholder analysis through periodic analysis of the interests and expectations of the customers;
- Collaborates with the Communications and Public Relations Branch, conducts relevant campaigns, expositions to increased awareness and promotion of the goods and services of the Ministry and its Agencies/Departments;
- Performs any other related duties that may be assigned from time to time.

Human Resource

- Co-ordinates and monitors the outreach work of the Branch;
- Evaluates and monitors the performance of direct reports, prepares Performance Appraisals and recommends training in attaining established personal and organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment and training of staff in the Unit;
- Ensures the welfare and developmental needs of staff in the Unit are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit's and Branch's goals;
- Maintains, monitors Attendance Reports for all relevant members of staff;
- Effects disciplinary measures in keeping with established guidelines/practices.

Customer Service

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or annually Customer Service Reports in accordance with established standards.

Required Knowledge, Skills, and Competencies

- Sound knowledge of Customer Service principles, processes and best practices
- Sound knowledge and understanding of Customer Service tools and instruments in the delivery of business objectives
- Sound customer service focus and commitment to providing quality customer service with demonstrated ability to relate to people from various cultures
- Ability to use tact, diplomacy and negotiating skills when handling difficult customers to achieve a positive outcome
- Ability to maintain confidentiality at all times
- Ability to work in a changing and conflicting environment
- Being emotionally intelligent
- Customer Service outreach
- Help Desk Management
- Research Methods & Data Analysis
- Training and facilitation skills
- Knowledge of the Ministry's policies and procedures
- Knowledge of GOJ Customer Service policies and procedures
- Knowledge of the Ministry's Citizen's Charter
- Customer Service outreach
- Help Desk Management
- Research Methods & Data Analysis
- Training and facilitation skills
- Knowledge of the Ministry's policies and procedures
- Knowledge of GOJ Customer Service policies and procedures
- Knowledge of the Ministry's Citizen's Charter

Minimum Required Qualification and Experience

- Bachelor's Degree. in Management Studies, Business Administration /Public Administration or a related discipline
- Specialized Training in Customer Services
- Two (2) years related work experience
- Experience with call centres and help desk environments
- Experience in conducting research and analyzing information

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software
- The environment is fast paced with on-going interactions with critical stakeholders
- Meeting tight deadlines which will result in high degrees of pressure
- May be required to travel locally and overseas to attend conferences, seminars and meetings.

2. Manager, Customer Service Monitoring and Evaluation (GMG/SEG 2)

Job Purpose

Under the general supervision of the Director, Customer Service, the Manager Customer Service Monitoring and Evaluation is responsible for the co-ordination and implementation of the Ministry's Customer Service Monitoring and Evaluation Programme. Primarily, the Manager, Customer Service M&E will be responsible for monitoring and evaluating the value chain elements of: Service & Operational Planning, Service Awareness, Service Delivery Operations as well as general Customer Service Satisfaction.

Key Responsibilities

Management and Administrative

- Assists in the development of the Customer Relations Branch's Corporate/Operational Plans and Budget
- Develops Individual Work Plan based on an alignment to the overall plan for the Branch
- Provides advice to the Director, Customer Service and Managers on procedures;
- Identifies customer service strategies and standards;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required;

Technical

- Develops and implements the Customer Service Evaluation Programme in collaboration with the Communications and Public Relations Branch of the Ministry;
- Monitors and evaluates overall progress on achievement of results based on the Customer Service Balanced Scorecard;
- Collects data, analyzes and reports on feedback from the Ministry's Mystery Shopper Programme;
- Conducts evaluation of the Customer Service Training/ Sensitization Sessions (Head Office, Outstations, Departments and Agencies) in collaboration with the Human Resource Development Unit;
- Creates and utilizes a mix of feedback strategies to collect data on Divisional services, the library services, website, Youtube, inclusive of the use of surveys, and focus group discussions;
- Conducts evaluation of the quality of products and service offerings of the Ministry, its portfolio Agencies and Departments;
- Evaluates Internal Help Desk services of Ministry;
- Develops and executes internal and external customer service surveys to determine customer satisfaction. Analyzes and reports on findings on a regular basis;
- Recommends strategies to the Director, Customer Service for improving efficiency and effectiveness by identifying bottlenecks to minimize or eliminate such bottlenecks;
- Supports the stakeholder analysis through periodic analysis of the interests and expectations of the customers;
- Prepares and submits research papers on customer service programmes;
- Represents the Division at meetings, seminars, workshops, conferences and other fora;
- Performs other related duties that may be assigned from time to time.

Human Resource

- Co-ordinates and monitors the work of the M&E Unit of the Branch;
- Monitors and evaluates the performance of direct reports, prepares Performance Appraisal and recommends training so as to achieve personal and organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit;
- Ensures the welfare and developmental needs of the staff in the Unit are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit 's and Division's goals;

- Maintains, monitors Attendance Reports for all relevant members of staff.

Customer Service

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meet expectations;
- Prepares quarterly and /or annually Customer Service reports;

Required Knowledge, Skills, and Competencies

- Sound knowledge in quantitative and/or qualitative research methods;
- Sound knowledge of Customer Service principles, processes and best practices;
- Sound knowledge and understanding of Customer Service tools and instruments in the delivery of business objectives;
- Sound customer service focus and commitment to providing quality customer service with demonstrated ability to relate to people from various cultures;
- Ability to use tact, diplomacy and negotiating skills when handling difficult customers to achieve a positive outcome;
- Being emotionally intelligent;
- Excellent interpersonal and team management skills;
- Excellent communication (oral and written and including listening) skills;
- Excellent analytical and problem solving skills;
- Excellent management skills;
- Excellent customer and quality focus skills;
- Excellent planning and organizing skills;
- Excellent judgement and decision making skills;
- Integrity;
- Research methods;
- Use of statistical software;
- Data analysis;
- Database software development
- Knowledge of the Ministry's policies and procedures
- Knowledge of GOJ Customers Service Policies and Procedures

Minimum Required Qualification and Experience

- Bachelor's Degree. in Management Studies, Business Administration /Economics (with emphasis on Research Methodology and/ or Statistics)
- Specialized Training in Customer Services
- Three (3) years related work experience
- Experience in designing tools and strategies for data collection, analysis and production of reports
- Proven ICT skills
- Experience in analyzing data using statistical software
- Experience in conducting research and analyzing information
- Strong facilitation skills

3. Customer Service Monitoring and Evaluation Officer (GMG/AM 3)

Job Purpose

Under the direction of the Manager, Customer Service Monitoring and Evaluation, the Customer Service Monitoring and Evaluation Officer 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 Manager Customer Service M&E to collect data, analyze and report on feedback from the MOFP&S Mystery Shopper Programme;
- Assists the Manager Customer Service M&E with the evaluation of the Customer Service Training /Sensitization Sessions, in collaboration with the Human Resource Development Unit;
- Assists the Manager Customer Service M&E with evaluation of the quality of products and services offerings of the Ministry and 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;
- Supports the Manager Customer Service M&E with printing, binding and distribution of relevant tools to assist with collection of data;
- Provides support to the Manager Customer Service M&E with the development and execution of relevant customer service research;
- Assists with the co-ordinating of focus group meetings, gathering and other sessions to garner feedback from relevant customers;
- Performs other related duties that may be assigned from time to time.

Customer Service

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meet expectations;
- Prepares Quarterly and /or Annually Customer Service reports;

Required Knowledge, Skills, and Competencies

Core

- Excellent communication (oral and written and including listening) skills
- Excellent teamwork and cooperation skills
- Initiative
- Excellent customer and quality focus skills
- Managing the client interface
- Methodical
- Integrity
- Is willing to work co-operatively and collaboratively with stakeholders, able to establish and maintain good working relationships.

Technical

- Data entry skills
- Report writing skills
- Proficiency in relevant software applications
- Knowledge of the Ministry's policies and procedures
- Knowledge of GOJ Customers Service Policies and Procedures

Minimum Required Qualification and Experience

- Diploma in Management Studies/Public Administration or related subject
- At least two (2) years related work experience in supporting data collection and analysis and /or work in a research environment
- Familiarity in the use of databases
- Familiarity with statistical tools is an asset

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software;
- Meeting tight deadlines which will result in high degrees of pressure.

Applications accompanied by Résumés should be submitted **no later than Friday, 4th August, 2023 to:**

**Senior Director, Human Resource Management and Development
Ministry of Finance and the Public Service
30 National Heroes Circle
Kingston 4**

Email: hrapplications@mof.gov.im

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.

A handwritten signature in black ink, appearing to be 'Merle I. Tam', with a long, sweeping horizontal stroke extending to the right.

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