



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. 341

OSC Ref. C.6222¹¹

3rd August, 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 Care (GMG/SEG 2) (Temporary)** in the **Post and Telecommunications Department**, salary range \$3,770,761 – \$5,071,254 per annum.

Job Purpose

Under the direction of the Director, Customer Service (GMG/SEG 3), the Manager, Customer Care (GMG/SEG 2), is responsible for the co-ordination and implementation of the Post and Telecommunications Department's Customer Service Programme. Primarily, the Manager, Customer Care will be responsible for co-ordinating 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 Post and Telecommunications Department in accordance with the Government of Jamaica's Public Sector Modernization Vision & Strategy as well as the entity's Citizens' Charter.

Key Responsibilities-

Management/Administrative:

- Develops the Unit's Annual Operational Plans to be incorporated within the Branch's Operational Plan;
- Develops the Unit's Annual Budget and manages expenditure within budget ceilings;
- Develops and submits the Unit's Monthly, Quarterly, Half-Yearly and Annual Reports for relevant internal and external stakeholders of the Post and Telecommunications Department;
- Represents the Branch at meetings, seminars, workshops, conferences and other fora;
- Liaises with the 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.

Technical/Professional:

- Maximizes customer operational performance by monitoring Help Desk resources and technical advice; resolving problems; disseminating advisories, warnings and new techniques;
- Develops, recommends and implements new systems, procedures or working practices to improve customer service efficiency;
- Assists with the development of the Post and Telecommunications Department's Mystery Shopper Programme and implements it in accordance with guidelines;
- Develops, collates and distributes Customer Service publications and articles;
- Ensures timely updates of the Post and Telecommunications Department's initiatives and highlights on the Customers' Notice Board;
- Monitors the Complaints Management System to resolve customer complaints promptly;
- Monitors service level standards focused on response times and issue resolution;
- Conducts and/or facilitates Customer Service Training & sensitization (Head Office, Outstations, Departments and Agencies);
- Supports determination of customer service requirements by maintaining contact with customers; visiting operational environments; forming focus groups; analysing information and applications;
- Supports promotion and awareness of the customers to the Post and Telecommunications Department's products and services;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- In collaboration with the Communication & Public Relations Unit, conducts relevant campaigns/expositions to increase awareness and promotion of the goods and services of the Post and Telecommunications Department and its agencies/departments;
- Performs other related duties that may be assigned from time to time.

Human Resource Management:

- Co-ordinates and monitors the outreach work of the Branch;
- Monitors and evaluates the performance of direct reports, prepares Performance Appraisal and recommendations and/or attains established personal and/or 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 development 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.

Required Knowledge, Skills, and Competencies**Core**

- Good Oral and Written communication
- Good Customer and Quality Focus
- High Level of Integrity
- Good Problem Solving & Decision Making Skills
- Good Interpersonal Skills
- Goal/Results Oriented
- Takes Initiative
- Methodical
- Teamwork and Co-operation
- Compliance
- Adaptability

Functional/Technical

- Good Strategic Vision
- Financial and Business Acumen
- Analytical Thinking Skills
- Use of Technology
- Planning & Organizing
- Good Leadership Skills
- People Management
- Managing Partnership
- Change Management
- Managing The Client Interface
- Managing External Relationships
- Impact and Influence
- Customer service techniques, principles and practices of conflict management and methodology.
- Metrics used to monitor and measure customer services delivery/satisfaction of business and management principles involved in strategic planning, resource allocation and production methods.
- Project Management principles, practices and implementation strategies.
- The Post Office Act, Universal Postal Union guidelines and Customs Act and Regulations.
- The Post and Telecommunications Department's products and Services.
- Government/Department's Policies and Procedures.
- Citizens' Charter.
- GOJ Customer Service Policies & Procedures

Minimum Required Qualification and Experience

- First Degree in Public Administration/Public Sector Management/ Management Studies/Media and Communication/Industrial Relation/Human Resource Management.
- Specialized training in Customer Service techniques.
- Experience in designing tools and strategies for data collection, analysis and production of reports.
- At least five (5) years experience in a customer service and information environment with (3) years at THE senior customer relations management level.
- Experience in conducting research and analysing information.

Special Conditions Associated with the Job

- Working extended hours

Applications accompanied by résumés should be submitted **no later than Wednesday, 16th August, 2023 to:**

Director, Human Resource Management and Development
Post and Telecommunications Department
6-10 South Camp Road
Kingston

Email: ceooffice@jamaicapost.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.

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