



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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CIRCULAR No. 503

OSC Ref. C. 6555¹⁶

1st December, 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 Officer (GMG/AM 3) – (Not Vacant)** during the period **January 29, 2024 to June 7, 2024** in the **Office Management and General Services Branch, Ministry of Industry, Investment and Commerce**, salary range \$1,984,305 - \$2,668,870 per annum.

Job Purpose

Under the direction of the Director, Office Management and General Services (GMG/SEG 2), the Customer Care Officer (GMG/AM 3), is responsible for assisting the general public in all aspects of their interaction with the Ministry with the objective of achieving the mandate of the Ministry. The incumbent will also manage customer inquiries and complaints and interact with customers to provide and process information.

Key Responsibilities

Technical/Professional:

- Serves as liaison between Divisions/Units and the customers;
- Responds to customer requests/enquiries;
- Directs requests/enquiries to appropriate staff;
- Deals with customer enquiries or complaints by phone, post, email or direct interaction;
- Follows-up on customer enquiries not immediately resolved;
- Provides customers with product and service information;
- Maintains portfolio of the MDA's products and services;
- Maintains portfolio of the business processes of all services of the MDA and its Agencies;
- Maintains database on key customers of the MDA and tracks customers interface with the MDA;
- Foresees possible delays or complications and plans strategies to avoid or minimize them;
- Analyzes situations to determine the best use of resources;
- Records details of issues and action taken;
- In collaboration with the Corporate and Public Relations Unit, updates relevant Notice Boards and the Libraries with information relevant to the customers;
- Identifies, researches and resolves customer issues using the computer system;
- Recommends new systems, procedures or working practices to improve Customer Service efficiency;
- Recognizes documents and alerts the relevant staff of trends in customer calls;
- Completes call logs and reports;
- Collates information and prepares Monthly/Quarterly and Annual Reports;
- Maintains a log of customers complaints and queries;
- Communicates with internal divisions on Customer Service issues;
- Maintains the right style and matches customer pace;
- Participates in Quarterly Meetings of the Intra-Ministerial Customer Service Team and prepare relevant Minutes and reports;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills;
- Good interpersonal skills;
- Customer and quality focus;
- Good planning and organizing skills;
- Teamwork and co-operation skills;
- Tact and diplomacy;
- Ability to manage the client interface.

Technical:

- Database Entry skills;
- Report Writing skills;
- Proficiency in relevant software applications;
- Knowledge of the MDA's policies and procedures;
- Knowledge of GOJ Customer Service policies and procedures.

Minimum Required Qualification and Experience

- Diploma in Management Studies, Public Administration, Personnel Management, Business Administration;
- At least two (2) years' in Customer Service or performing related functions;
- Knowledge of Customer Service principles and practices.

Applications accompanied by résumés should be submitted **no later than Thursday, 14th December, 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.



**Desreen Smith (Mrs.)
for Chief Personnel Officer**