



**OFFICE OF THE SERVICES COMMISSIONS**  
**LOCAL GOVERNMENT SERVICES COMMISSION**  
**MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING**  
**30 NATIONAL HEROES CIRCLE, KINGSTON 4**  
**JAMAICA, WEST INDIES**  
**TEL: 876-922-8600**  
**FAX: 876-932-5980 / 876-924-9764**  
**EMAIL: [communications@osc.gov.jm](mailto:communications@osc.gov.jm)**  
**WEBSITE: [www.osc.gov.jm](http://www.osc.gov.jm)**

---

28<sup>th</sup> May, 2024

**OSC Ref. 310/04<sup>IV</sup>**

**CIRCULAR No. 5/2024**

**Chief Executive Officers**

**Sir/Madam**

Applications are invited from suitably qualified Officers to fill the non-vacant post of **Customer Service Officer (GMG/AM 1)**, salary range **\$1,439,455 – 1,935,907** per annum and any allowance(s) attached to the post in the **City Municipality of Portmore**.

Please see attached the relevant job posting.

**Applications are to be submitted no later than 7<sup>th</sup> June, 2024 to:**

**Chief Executive Officer  
Portmore City Municipality  
1 Cookson Pen  
Braeton Park Way  
Portmore  
St. Catherine**

**Please note that only short-listed applicants will be contacted.**

**M. Martinez (Mrs.)  
Secretary  
Local Government Services  
for Chief Personnel Officer**

## **PORTMORE CITY MUNICIPALITY**

### **JOB VACANCY**

Applications are invited from suitably qualified persons to fill the following post at the Portmore City Municipality:-

#### **CUSTOMER SERVICE REPRESENTATIVE (GMG/AM 1)**

##### **JOB SUMMARY:**

The incumbent is responsible for providing information to customers in response to inquiries about the Council's services. Also, the Customer Service Officer will receive, document and resolve customer complaints.

##### **QUALIFICATION AND EXPERIENCE:**

- A minimum of four (4) C.X.C/G.C.E subjects including English Language
- Certificate /Diploma in Customer Service or Business Management Administration or any related area from a recognized tertiary institution.
- Customer Service Training.
- Two (2) years working experience in Customer Service or related field (Sales /Marketing, Tourism, Human Resource, Public Relations).

##### **SKILLS AND ABILITIES:**

- Ability to communicate clearly and professionally, both verbally and in writing.
- Good interpersonal skills.
- Good listening skills.
- Good problem solving skills.
- Good time management skills.
- Possess a strong work ethic and team player mentality
- Strong decision making and analytical abilities.
- Able to handle complaints and unpleasant customers.

##### **KEY RESPONSIBILITIES:**

1. Professionally handle incoming requests from customers and ensure that issues are resolved both promptly and thoroughly
2. Document interactions through customer tracking software.
3. Provide quality service and support in a variety of areas including, but not limited dissemination of information on the organization, answer calls from both internal and external customers.
4. Handles issues in the best interest of both customers and company.
5. Continuously evaluate and identify opportunities to drive process improvements that positively impact the customers' experience.
6. Responsible for compiling and generating reports as they relate to customers service surveys.
7. Contribute to the development and maintenance of standards, policies and procedures regarding customer service.
8. Adhere to all corporate policies, guidelines and statutory requirements and recommend to Political Directorate /CEO/Senior Management adoption and/or changes to the policies and guidelines to reflect circumstances within the customer service areas.
9. Conduct follow up phone calls with clients regarding concerns or questions.
10. Perform other related duties as assigned by management.

**Salary range:** \$1,439,455 – \$1,935.907 per annum

##### **Kindly address applications to:**

Chief Executive Officer  
Portmore City Municipality  
1 Cookson Pen, Braeton Park Way  
Greater Portmore, St. Catherine

**Closing date:** 7<sup>th</sup> June, 2024

**Please note that only short-listed candidates will be contacted.**