



## Office of the Services Commissions

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### **CIRCULAR No. 377** **OSC Ref. C.6555<sup>18</sup>**

**24<sup>th</sup> September, 2024**

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 Assistant (GMG/AM 1) - (Not Vacant)** during the period **November 4, 2024 to January 6, 2025** in the **Department of Co-operatives and Friendly Societies, Ministry of Industry, Investment and Commerce**, salary range \$1,439,455 - \$1,935,907 per annum.

### **Job Purpose**

Under the general direction of the Human Resource and Administration Manager (GMG/SEG 1), the Customer Care Assistant is responsible for assisting the general public in all aspects of their interaction with the MDA, as the first line of contact, to assist with customer inquiries and complaints and interact with customers to provide and process information. The incumbent will also provide an effective and efficient communication system both internally and externally.

### **Key Responsibilities**

#### ***Technical:***

- Greets and welcomes visitors to the MDA and directs them to the appropriate office/officer;
- Ensures courteous treatment of all staff and visitors to the MDA and via telephone;
- Ensures the Reception Area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures);
- Provides accurate information in-person and via phone/email;
- Records and addresses customers' enquiries and complaints;
- Researches, compiles and delivers information to the Customer Care Officers and Unit Head;
- Receives all incoming calls, identifies the officers required and connects callers to the appropriate extensions;
- Answers calls from extensions, dials numbers requested and connects the party called to officers who requested the number;
- Takes and relays messages promptly;
- Reports faults and defects to Unit Head and Service Providers in a timely manner;
- Maintains contact with Divisions/Directors/Outstations for smooth flow of information;
- Advises cashier and other staff members on the amount owing for private calls;
- Reconciles monthly bills and submits particulars relating to payments of all charges in the Telephone Register;
- Maintains office security by following safety procedures and controlling access via the Reception Desk (monitors logbook, issues visitor badges);
- Ensures that systems, procedures and working practices are implemented accurately in accordance to established format;
- Maintains the MDA's corporate image at all times;
- Reports faults and defects to relevant officers in a timely manner;
- Displays professionalism, confidentiality and good deportment at all times;
- Performs any other related duties that may be assigned from time to time.

### **Required Knowledge, Skills and Competencies**

#### ***Core:***

- Good oral and written communication;
- Customer service and quality focus skills;
- Ability to use own initiative;
- Good time management skills;
- Teamwork and co-operation;
- Compliance;
- Integrity;
- Managing client interface.

**Technical:**

- Knowledge of customer service, telephone ethics and techniques;
- Knowledge of office management and ethics;
- Good public speaking skills;
- Record keeping skills;
- Switchboard operating skills;
- Knowledge of the MDA's policies and procedures.

**Minimum Required Qualification and Experience**

- Four (4) subjects at the CXC General proficiency/GCE O 'levels including English Language and a numeric subject;
- Certificate in Customer Service;
- Certificate in Telephone Operating and ethics;
- Training in Public Speaking;
- Three (3) years' experience in a similar field.

**OR**

- Diploma in Management Studies with two (2) years' experience in a similar role;
- Training in Customer Service and Telephone Ethics;
- Training in Public Speaking.

Applications accompanied by résumés should be submitted **no later than Monday, 7<sup>th</sup> October, 2024 to:**

**Director, Human Resource Management and Development  
Ministry of Industry, Investment and Commerce  
4 St. Lucia Avenue  
Kingston 5**

Email: [hrm@miic.gov.jm](mailto: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**