



Office of the Services Commissions

(Central Government)
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CIRCULAR No. 396 **OSC Ref. C.4515/S3²**

3rd October 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 the **vacant post of Customer Care Officer (GMG/AM 2) in the Chapelton Family Court, Court Administration Division (CAD)**, salary range \$1,711,060 – \$2,301,186 per annum.

Job Purpose

The incumbent is responsible for assisting the general public in all aspects of their interaction with the Court, with the objective of achieving the mandate of the Judiciary. The incumbent will also manage customer inquiries and complaints, and interact with customers to provide and process information.

Key Responsibilities

Technical/Professional:

- Interacts with clients, providing pertinent information in answer to questions about problems encountered in the court system, as well referring the clients to areas for resolution of problems;
- Participates in the co-ordination of client service requirements and training within all the courts and the Court Administration Division (CAD);
- Participates in the development of new programmes within portfolio area which will enhance the image of the Judiciary, and fosters a culture of change by the wider public, and specifically to clients of the CAD and Courts;
- Assists in the preparation of monitoring reports from the Customer Services Feed-Back Mechanism Systems, measuring customer satisfaction with the quality of service being delivered;
- Assists with researches to resolve clients' complaints or request for information using established systems, procedures and policies;
- Assists with developing mechanisms for monitoring customer feedback and measuring customer satisfaction with the quality of justice being delivered;
- Communicates solutions, successes and opportunities to the Director, Client Services, Communication and Information;
- Performs any other job-related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good written and oral communication skills;
- Good problem-solving skills;
- Good planning and organizing skills;
- Good interpersonal skills;
- Good time management skills;
- Teamwork and co-operation;
- Good analytical thinking and presentation skills;
- Ability to be fair, impartial, understanding and of high integrity;
- Ability to communicate effectively with all types of customers including, witnesses, victims, litigants , giving instructions , listen attentively , explain complex issues and give decisions on judgments clearly , concisely and promptly.

Technical:

- Sound knowledge of the Court System in Jamaica;
- Knowledge of the Court's System in Jamaica;
- Knowledge of the Public Sector policies, rules and regulations;
- Excellent knowledge of customer service techniques, principles and practices;
- Knowledge of the principles and practices of protocol;

- Knowledge of GOJ customer service policies and procedures;
- Knowledge of conflict management.

Minimum Required Qualification and Experience

- Diploma in Management Studies, Public Administration, Personnel Management, Business Administration;
- Two (2) years' experience in Customer Service or performing related functions.

Applications accompanied by résumés should be submitted **no later than Wednesday, 16th October, 2024 to:**

**Senior Director
Human Resource Management and Administration
Court Administration Division
The Towers, 8th Floor
25 Dominica Drive
Kingston 5**

Email: hrma@jamaicajudiciary.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**