



## Office of the Services Commissions

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### **CIRCULAR No. 477** **OSC Ref. C. 6610/S5<sup>20</sup>**

**2<sup>nd</sup> December, 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 Service Manager (GMG/SEG 2) - (Not Vacant)** in the **Corporate Services Division - Customer Service Branch, Ministry of Foreign Affairs and Foreign Trade (MFAFT)**, salary range \$4,266,270 - \$5,737,658 per annum.

#### **Job Purpose**

Reporting to the Director, Corporate Services, the Customer Service Manager is responsible for the co-ordination and implementation of the Ministry's Customer Service Outreach Programme. The Customer Service Manager is 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

#### **Key Responsibilities**

##### ***Management/ Administrative:***

- Develops the Unit's Operational Plans to be incorporated in the Corporate Services Division's Operational Plan;
- Develops the Unit's Annual Budget and manages expenditure within approved Budget ceilings;
- Develops and submits the Unit's monthly, quarterly, half-yearly and Annual Reports for relevant internal and external stakeholders of the Ministry;
- Represents the Division 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 prepares relevant Minutes and reports.

##### ***Technical/Professional:***

- Develops and reviews Customer Service policies and procedures to guide the operations of front desk personnel stationed at Headquarters and the overseas Missions;
- Optimizes customer service performance by maintaining Help-Desk Database Tracking System and analyses reports generated, as requested;
- Makes recommendations to improve service quality;
- Provides technical advice, resolves customer problems in a timely manner, and disseminates advisories/updates on new techniques, as necessary;
- Maintains a database of Customer Service best practices and establishes benchmarks for service delivery in the Ministry;
- Develops, recommends and implements new systems, procedures or working practices to improve customer service efficiency;
- Develops, collates and distributes Customer Service publications and articles to maintain awareness of standards and customer expectations;
- Monitors the Complaints Management System to resolve customer complaints promptly;
- Monitors Service Level Standards focused on response times and issues resolution;
- Assists with the design and delivery of Customer Service Training and Sensitization Workshops for the Ministry's staff (Headquarters and 19 overseas Missions);
- Develops and administers customer satisfaction surveys to obtain feedback from the Ministry's stakeholders regarding the quality of services provided;
- Analyzes the findings and makes recommendations to improve service delivery;
- Conducts operational audits and evaluations to ensure that procedures and standards are being adhered to, including the Ministry's Citizens' Charter.

##### ***Human Resource:***

- Supervises the daily operations of the Unit; ensures staff welfare and training needs are addressed;
- Provides oversight of the front desk personnel at the Ministry's Headquarters including

- Telephone Operators and Receptionists;
- Monitors and evaluates the performance of direct reports; prepares Performance Appraisal Reports for review by the Director, Corporate Services;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit's/Division's goals;
- Performs any other related duties that may be assigned from time to time.

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

#### **Core:**

- Excellent oral and written communication skills;
- Good people management skills;
- Excellent social and interpersonal skills;
- Must be customer and quality focussed;
- Strong time management, planning and organizing skills;
- Excellent leadership, networking and relationship building skills;
- Sound judgement, decision-making and problem-solving skills;
- Integrity and confidentiality.

#### **Technical:**

- Strong customer service orientation;
- Help desk management skills;
- Knowledge of research methods and data analysis skills;
- Training and facilitation skills;
- Good research and analytical skills;
- Knowledge of the Ministry's policies and procedures;
- Knowledge of GOJ Customer Service policies and procedures;
- Knowledge of the Ministry's Vision and Mission Statements;
- Proficient in Microsoft Office Suite (Word, Excel, Outlook and PowerPoint).

### **Minimum Required Qualification and Experience**

- Bachelor's Degree in Business Administration or Management or related field;
- Two (2) years' experience in Customer Service;
- Experience with call centres and help desk environments would be an asset.

Applications accompanied by résumés should be submitted **no later than Friday, 13<sup>th</sup> December, 2024 to:**

**Senior Director  
Human Resource Management and Development  
Ministry of Foreign Affairs and Foreign Trade  
2 Port Royal Street  
Kingston**

Email: [recruitment@mfaft.gov.jm](mailto:recruitment@mfaft.gov.jm)

Further details regarding the position may be obtained from the Human Resource Management and Development Department.

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**