



CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
MINISTRY OF SCIENCE, ENERGY, TELECOMMUNICATIONS AND
TRANSPORT (MSETT)

JOB TITLE:	Customer Care Officer
JOB GRADE:	GMG/AM 3
POST NUMBER:	
DIVISION:	Corporate Services
BRANCH/UNIT:	Customer Service Branch
REPORTS TO:	Manager, Customer Care
MANAGES:	N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Head of Department/Division

Date

Date received in Human Resource Division

Date Created/revised

JOB PURPOSE

Under the general direction of the Manager, Customer Care, the Customer Care Assistant 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 OUTPUTS

- Customer enquiries and complaints addressed
- Portfolio of MDA's products and services maintained
- Customer Service Training and Sensitisation sessions executed
- Information disseminated
- Contacts maintained with Divisions/Directors
- E-mails downloaded and forwarded
- Enquiries/requests addressed
- Research conducted and information provided
- Reports prepared
- Logs completed and reports produced
- Customer Service Database updated
- Database developed and maintained with key business processes for all services of the Ministry and its Department and Agencies

KEY RESPONSIBILITY AREAS

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;
- Updates relevant Notice Boards and the Libraries with information relevant to the customers in collaboration with the Corporate Communication & Public Relations Unit;
- 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 prepares relevant Minutes and reports;

Other Responsibilities

- Performs any other related duties which may be assigned from time to time

PERFORMANCE STANDARDS

- Progress reports on Customers' Complaints submitted with agreed timeline
- Customer logs submitted on a weekly basis and within agreed timeline.
- Progress report on updates to Customer database submitted within agreed timeline
- Register of Products and Services prepared quarterly and submitted within agreed timeline
- Presence of database for key business processes of all services of the Ministry and its departments and Agencies.
- Customer service reports produced monthly and submitted with the agreed timeline

REQUIRED COMPETENCIES

Core

	Level
• Oral communication skills	3
• Written communication skills	2
• Interpersonal Skills	3
• Customer and quality focus skills	3
• Planning and Organising	2
• Teamwork and Cooperation skills	3
• Tact & Diplomacy	3
• Managing the client interface	2

Technical

	Level
• Database Entry	3
• Report Writing Skills	3
• Proficiency in relevant Software Applications	3
• Knowledge of the MDA's Policies and Procedures	3
• Knowledge of GOJ Customer Service policies and procedures	3

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

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- N/A