



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

<b>JOB TITLE:</b>	Manager, Customer Care
<b>JOB GRADE:</b>	GMG/SEG 2
<b>POST NUMBER:</b>	<b>75027</b>
<b>BRANCH/UNIT:</b>	Customer Service Branch
<b>REPORTS TO:</b>	Director, Customer Service
<b>MANAGES:</b>	Customer Care Officer (GMG/AM 3); Customer Care Assistant (GMG/AM 1)

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 direction of the Director, Customer Service, the Manager, Customer Care, is responsible for the coordination and implementation of the Ministry's Customer Service Outreach Programme. Primarily, the Manager, Customer Care will be responsible for coordinating and facilitating the value chain elements of: Service Expectation Identification, Service Awareness Creation, Direct Customer Interface, Complaints Management and Service Delivery Operations.

The incumbent maintains linkages with relevant key internal and external stakeholders in support of improved service delivery across the Ministry and its portfolio agencies.

## **KEY OUTPUTS**

- Customer Service Awareness & Promotion Programmes developed and implemented
- Outreach Programmes developed and implemented
- Mystery Shopper Programme implemented
- Customer Service articles and publications developed and distributed
- Customer Service Training & Sensitization Programme implemented
- Help Desks Services monitored and reports submitted
- Complaints Management System implemented
- Work plans developed and submitted
- Staff evaluated and monitored

## **KEY RESPONSIBILITIES**

### **Management/Administrative Responsibilities**

- Develops the Unit's Annual Operational Plans to be incorporated within the Branch's Operational Plan.
- Develops the Unit's Annual Budget and manages expenditure within 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 Ministry at meetings, seminars, workshops, conferences and other fora.
- Liaises with the Office of the Cabinet 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 prepare relevant minutes and reports

### **Technical/Professional Responsibilities**

- Maximizes customer operational performance by monitoring help desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques;
- Develops, recommends and implements new systems, procedures or working practices to improve customer service efficiency
- Assists with the development of the Ministry's Mystery Shopper Programme and implements it in accordance to guidelines
- Develops, collates and distributes Customer Service publications and articles.
- Ensures timely updates of the Ministry's initiatives and highlights on the Customers' Notice Board
- Monitors the Complaints Management System to resolve customer complaints promptly
- Monitors service level standards focused on response times and issue resolution.
- Conducts and/or facilitate Customer Service Training & sensitization (Head Office, Outstations, Departments and Agencies).
- Supports determination of customer service requirements by maintaining contact with customers; visiting operational environments; forming focus groups; analysing information and applications.
- Supports promotion and awareness of the customers to the Ministry's products and services

- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers.
- In collaboration with the Communication & Public Relations Unit, conduct relevant campaigns, expositions to increased awareness and promotion of the goods and services of the ministry and its agencies/departments.

### **Human Resource Management Responsibilities**

- Coordinates and monitors the outreach work of the Branch.
- Monitors and evaluates the performance of direct reports, prepares performance appraisal and recommend and/or attaining established personal and/or organizational goals
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching
- Participates in the recruitment of staff for the Unit
- Ensures the welfare and development needs of staff in the unit are clearly identified and addressed
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit's and branch's goals.
- Maintains, monitors Attendance Reports for all relevant members of staff

### **Other Responsibilities**

- Performs other related duties that may be assigned from time to time.

### **KEY PERFORMANCE STANDARDS**

- Implementation Reports on Customer Service Awareness & Promotion Programme submitted within stipulated timelines
- Progress Reports on Outreach Programme submitted within agreed timeline
- Progress Report on Mystery Shopper Programme submitted within agreed timeline

- Reports on updates to the Customer Service Database submitted within stipulated timelines
- Customer Service Training & Sensitization Plans submitted within stipulated timelines
- Implementation Reports on Customer Service Training/Sensitization submitted within stipulated timelines
- Progress Report on distribution of Customer Service publications and articles submitted within stipulated timelines
- Monthly, quarterly, half-yearly and annual Customer Service Reports submitted within stipulated timelines.

## **REQUIRED COMPETENCIES**

### **Core Competencies**

### **Level**

- Oral Communication Skills
- Written Communication Skills
- People Management Skills
- Interpersonal Skills
- Customer & Quality Focus
- Planning & Organizing
- Problem Solving & Decision Making
- Integrity

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### **Technical Competencies**

### **Level**

- Customer Service Outreach
- Help Desk Management
- Research Methods & Data Analysis
- Training & Facilitation Skills
- Knowledge of the Ministry's Policies & Procedures
- Knowledge of GOJ Customer Service Policies & Procedures
- Knowledge of the MSETT's Citizens' Charter

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## **MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- Bachelor's Degree in Business Administration or Management or related field
- At least two 2 years' experience in Customer Service.
- Experience in outreach work
- Experience with call centres and help desk environments
- Experience in conducting research and analysing information
- Strong training & facilitation skills.

### **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- Island wide travelling
- Working extended hours