



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

JOB TITLE:	Customer Service Monitoring & Evaluation Officer
JOB GRADE:	GMG/AM 3
POST NUMBER:	75029
DIVISION:	Corporate Services
BRANCH/UNIT:	Customer Service Branch
REPORTS TO:	Manager, Customer Service M&E
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 direction of the Manager, Customer Service M&E, the Customer Service M&E Officer is responsible for providing support and assistance in the collection and analysis of data and the preparation of relevant reports for monitoring and evaluation of the Customer Service Programme.

KEY OUTPUTS

- Monitoring & Evaluation data collected
- Monitoring & Evaluation data analysed
- M&E database updated and maintained
- M&E reports collated
- Survey tools distributed and collected

KEY RESPONSIBILITIES

Technical/Professional Responsibilities

- Assists with the collection, analysis, and reporting of feedback generated through the Ministry's Mystery Shopper Programme.
- Supports the evaluation of Customer Service training and sensitization sessions conducted for the Ministry, in collaboration with the Human Resource Development Unit.
- Assists with evaluating the quality of customer service delivery, products, and service offerings across the Ministry, its departments, and portfolio agencies.
- Supports the administration, distribution, and collection of internal and external customer service surveys to assess customer satisfaction and service effectiveness.
- Assists with analysing survey findings and preparing summaries to support decision-making and service improvement initiatives.
- Updates and maintains the Customer Service Monitoring and Evaluation database to ensure data accuracy, completeness, and accessibility.
- Assists in compiling monthly, quarterly, half-yearly, and annual Customer Service Monitoring and Evaluation reports.
- Provides administrative and logistical support for the printing, binding, and distribution of survey instruments and other data collection tools.
- Supports customer service research activities, including data gathering and analysis for special studies and assessments.
- Assists with coordinating focus groups, meetings, and feedback sessions to obtain customer insights and stakeholder feedback.

Other Responsibilities

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

PERFORMANCE STANDARDS

- Data collection activities are completed accurately and within agreed timelines.
- Data analysis and summary reports are prepared accurately and submitted within established deadlines.
- Customer Service M&E database is updated promptly and maintained with accurate information.
- Monitoring and evaluation reports are compiled in accordance with established standards and timelines.
- Survey tools are distributed and collected efficiently in accordance with approved schedules.
- Confidentiality, professionalism, and integrity are maintained in the handling of customer information and data.

CONTACTS

Internal Contacts

Contacts	Purpose of Contacts
Director, Customer Service	To provide support on customer service monitoring and evaluation initiatives
Manager, Customer Service Monitoring and Evaluation	To receive guidance, provide updates, and submit reports on assigned activities
General Staff	To collect information, administer surveys, and gather feedback

External Contacts

Contacts	Purpose of Contacts
Customers / Clients	To collect feedback and assess customer satisfaction levels
Members of the Public	To obtain information on service delivery experiences
Portfolio Agencies and Departments	To gather customer service data and support evaluation activities

REQUIRED COMPETENCIES

Core Competencies	Level	Functional / Technical Competencies	Level
Oral Communication Skills	2	Data Entry Skills	2
Written Communication Skills	2	Data Analysis Skills	2

Customer and Quality Focus	2	Report Writing Skills	2
Teamwork and Cooperation	2	Proficiency in relevant software applications	2
Initiative	2	Knowledge of GOJ Customer Service Policies and Procedures	2
Managing the Client Interface	2		
Methodical Approach	2		

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Diploma/Certificate in Management Studies or Public Administration or related subject.
- At least 2 years' experience in supporting data collection and analysis and/or work in a research environment
- Familiarity in using databases. Familiarity with statistical tools is an asset.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work is primarily conducted in an office environment.
- May be required to work beyond normal working hours to meet reporting deadlines and operational requirements.