



Office of the Services Commissions

(Central Government)
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CIRCULAR No. 385 **OSC Ref. C. 6222¹⁰**

9th September, 2022

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill/be assigned to the following posts in the **Post and Telecommunications Department**:

Customer Care Assistant (GMG/AM 1) (Not Vacant), salary range \$853,412 – \$1,014,438 per annum and any allowance(s) attached to the post

Job Purpose

Under the general direction of the Senior Customer Service Officer, the Customer Care Assistant (GMG/AM 1), is responsible for assisting the local and international customer in all aspects of their interaction with the Post and Telecommunications Department, with the objective of achieving the mandate of the Department.

The incumbent will also manage customer inquiries, complaints and interact with customers to provide and process information.

Key Responsibilities

Management and Administrative:

- Serves as liaison between the Department and Customers;
- Investigates and responds to customer requests/enquiries and directs requests/enquiries to appropriate staff;
- Responds to and resolves customer enquiries or complaints through the use of available and appropriate channel(s) (e.g. phone, letter mail, electronic correspondences or direct interaction etc.) in an efficient courteous and professional manner;
- Escalates complex issues and complaints to the Customer Service Manager in keeping with established standards;
- Prepares and responds to online enquires on the Global Customer Service System and I-Care System;
- Follows-up on customer enquiries not immediately resolved;
- Provides customers with Product and Service Information;
- Provides customer service related support at events as needed;
- Maintains a Portfolio of the Department's products and services;
- Maintains Database on key customers of the Department and tracks customers interface with the Department;
- Anticipates possible delays in response to customer enquiries and plans strategies to avoid or minimize them;
- Assists with responding to customer queries on Electronic Platforms including Social Media Pages as directed;
- Identifies, researches and resolves customer issues using Internal Database and Manuals;
- Collates information and prepares for submission of Monthly/Quarterly and Annual Reports;
- Maintains a log of customer complaints and queries by recording the issues and action taken;
- Liaises with internal offices and officers to resolve Customer Service Issues relating to tracking and delivery of mail items etc.;
- Collaborates with the Communications and Public Relations Branch, updates relevant database with information relevant to the customers;
- Ensures that Compensation related claims/enquiries are managed and submitted to the relevant Section(s) for processing and customers are updated of the process flow;
- Documents trends observed and alerts the supervisor of trends in customer feedback/communication;
- Ensures an orderly routing of correspondence from the Customer Service Unit to other Units;

- Recommends process improvements through the established channel;
- Adheres to Customer Service Guidelines and Charter and recommendation from the Quality Assurance Unit;
- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or Annually Customer Service Reports in accordance with established standards.

Information Desk/Front Desk:

- Greets and welcomes customers to the Department and directs them to the appropriate office/officer or respond to their queries;
- Receives and distributes packages and articles of mail delivered;
- Delivers courteous treatment of all staff and visitors to the Department;
- Ensures Reception Area is welcoming with all necessary stationery and material (pens, forms, brochures etc.);
- Manages the customers' enquiries and complaints and have them recorded;
- Maintains professionalism and courteous conduct at all times;
- Maintains the PTD's Corporate Image;
- Performs any other related duties assigned by Supervisor.

Required Knowledge, Skills and Competencies

- Knowledge of Post Industry and its Operations
- Knowledge of the Government/Department's policies and procedure
- Good knowledge of Customer Service techniques, practices
- Good knowledge of Records Management
- Excellent oral and written communications skills
- Managing the Client Interface
- Integrity
- Proficiency in the relevant computer software applications

Minimum Required Qualification and Experience

- Four (4) CSEC subjects at the general level with grades 1-3/GCE O'Level subjects grades A-C including Mathematics/numeric subject and English Language; **plus**
- Certificate in Management Studies, Public Administration, Business Administration or related area from an accredited tertiary institution;
- Certificate/Training in Customer Service and Telephone Ethics
- Two (2) years related work experience.

OR

- Four (4) CSEC subjects at the general level with grades 1-3/GCE O'Level subjects grades A-C including Mathematics/numeric subject and English Language;
- Certificate/Training in Customer Service and Telephone Ethics
- Four (4) years related work experience.

Special Conditions Associated with the Job

- Required to assist all customers efficiently, professionally and with courtesy, including disgruntled customers
- The environment is fast-paced, increased interaction with diverse stakeholders required.
- Normal office environment.

Applications accompanied by résumés should be submitted **no later than Thursday, 22nd September, 2022 to:**

**Director, Human Resource Management and Development
Post and Telecommunications Department
6-10 South Camp Road
Kingston, CSO**

Email: hrunit@jamaicapost.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.



**Merle I. Tam (Mrs.)
for Chief Personnel Officer**
