



MINISTRY OF ECONOMIC GROWTH AND JOB CREATION

Job Opportunity

Applications are invited from suitably qualified persons to fill the position of **Customer Care Assistant (GMG/AM 1)** two (2) positions (vacant and not vacant) in the Customer Service Branch, with salary range of \$1,439,455 - \$1,935,907 (Pay Band 3) per annum.

Job Purpose:

Under the general direction of the Manager, Customer Service, the Customer Care Assistant (GMG/AM 1) is responsible to assist the general public in all aspects of their interaction with the Ministry as the first line of contact to assist with customer inquiries and complaints and interact with customers to provide and process information. The incumbent will also provide an effective and efficient communication system both internally and externally.

Key Responsibility Areas:

Management/Administrative Responsibilities

- Develops Individual Work Plan in alignment with the Branch's operational plan and objectives.
- Records and distributes meeting minutes, as required.
- Recommends activities for customer service initiatives (e.g. customer service week) and assists with their implementation.

Technical/Professional Responsibilities

- Greets and welcomes visitors to the Ministry and directs them to the appropriate office/officer.
- Ensures courteous treatment of all staff and visitors to the Ministry and via telephone.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures).
- Provides accurate information in-person and via phone/email.
- Records and addresses customers' enquiries and complaints.
- Research, compiles, and delivers information to the Senior Customer Service Officers and the Manager, Customer Service.
- Receives all incoming calls, identifies the officers required and connects callers to the appropriate extensions.
- Answers calls from extensions, dials numbers requested and connects the party to officers who requested the number.
- Takes and relays messages promptly.
- Reports faults and defects to Unit Head and Service Providers.
- Maintains contact with Divisions/Directors/Outstations for smooth flow of information.
- Ensures that systems, procedures and working practices are implemented accurately in accordance with established format.
- Ensures that professional attitude and deportment are displayed at all times.
- Maintains the MDA's corporate image at all times.
- Reports faults and defects to relevant officers in a timely manner.
- Displays professionalism, confidentiality, and good deportment at all times.

Required Competencies:

Core

- Good Oral Communication Skills
- Written Communication Skills
- Customer service and quality focus skills

- Good use of Initiative
- Good Time Management Skills
- Teamwork and Cooperation Skills
- Compliance
- Integrity
- Working knowledge of managing a client interface

Technical

- Knowledge of Customer Service, telephone ethics and techniques.
- Knowledge of Office Management and Ethics
- Basic Public Speaking Skills
- Basic Record Keeping Skills
- Switch Board Operating Skills
- Knowledge of the Ministry's policies and procedures

Minimum Required Education and Experience

- At least four (4) subjects at the CXC General proficiency/GCE O 'levels including English Language and a numeric subject.
- Customer Service Certification
- Certificate in Telephone Operation and Ethics
- Training in public speaking
- 3 years' experience in a similar field

OR

- Diploma in Management Studies with two (2) years' experience in a similar role.
- Training in Customer Service and Telephone Ethics
- Training in public speaking

Applications along with resumes are to be submitted **no later than Friday February 21, 2025** to:

**Senior Director, Human Resource Management and Development
Ministry of Economic Growth and Job Creation
7th Floor, The Towers
25 Dominica Drive
Kingston 5**

or

human.resources@megjc.gov.jm

Subject: Customer Care Assistant

Please note that only shortlisted applicants will be contacted.