



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

JOB TITLE:	Director, Customer Service
JOB GRADE:	GMG/SEG 3
POST NUMBER:	
DIVISION:	Corporate Services
BRANCH/UNIT:	Customer Service Branch
REPORTS TO:	Chief Technical Director, Corporate Services
MANAGES:	Manager, Customer Care (GMG/SEG 2), Manager, Customer Service M&E (GMG/SEG 2), Administrative Assistant (GMG/AM 2)

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 Chief Technical Director, Corporate Services, the Director, Customer Service, is responsible for coordination, leadership and management of the Customer Service portfolio of the Ministry, and oversight for the Ministry's agencies. Specifically, the Director is responsible for the development, monitoring and implementation of the portfolio policies, programmes, projects, standards and related activities, for driving the modernization of the Customer Service Programme across the Ministry and its portfolio agencies.

The incumbent maintains linkages with the ISO Division and other key stakeholders in support of ISO Certification on Quality Management Systems and improved service delivery across the Ministry and its portfolio agencies.

KEY OUTPUTS

- Customer Service Improvement Plan implemented and monitored
- Customer Service Strategies, Programmes, Draft Policies developed and implemented
- Service delivery monitored
- Citizens' Charter implemented and monitored
- Mystery Shopper Programme designed and developed
- Customer Service Training Programmes designed and developed
- Complaints Management System developed
- Intra-Ministerial Customer Service Team Meetings conducted
- Business Processes re-engineered
- Reports prepared and submitted
- Budget prepared and expenditure monitored
- Work plans developed and submitted
- Staff evaluated and monitored

KEY RESPONSIBILITIES

Management/Administrative Responsibilities

- Develops the Branch's Annual Operational Plans to be incorporated within the Directorate's Operational Plan.
- Develops the Branch's Annual Budget and manages expenditure within budget ceilings
- Develops and submits the Branch's monthly, quarterly, half-yearly and annual reports for relevant internal and external stakeholders of the Ministry
- Develops and implements relevant policies and procedures towards achievement of the Branch's objectives
- Represents the Ministry at meetings, seminars, workshops, conferences and other fora.
- Liaises with the Cabinet Office and any other entity, public or private, involved in the planning, development and implementation of Customer Service initiatives
- Convenes quarterly meetings of the Intra-Ministerial Customer Service Team and prepare relevant minutes and reports

Technical/Professional Responsibilities

- Meets customer service objectives by integrating customer service information and recommendations into strategic plans and reviews; preparing and completing action plans; implementing productivity, quality, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change.
- Maximizes customer operational performance by providing help desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques;
- Ensures a robust Complaints Management System is in place to resolve customer complaints promptly

- Improves customer service quality results by reviewing, evaluating, and re-designing business processes; establishing and communicating service metrics; implementing changes.
- Recommends, maintains, and implements customer service policies, procedures, and guidelines
- Develops and implements service-level standards focused on response times and issue resolution;
- Develops and implements Customer Service strategies and specific objectives
- Facilitates customer service financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analysing variances; initiating corrective actions.
- Facilitates employees' training and development in Customer Service across the Ministry
- Reviews and documents business processes aligned to the key services of the Ministry and its portfolio agencies and departments.
- Develops and implements the Customer Service Improvement Plan
- Develops and monitors the Customer Service Balanced Scorecard
- Develops and monitors the Complaints Management System
- Leads the Intra-Ministerial Customer Service Monitoring & Evaluation Team
- Leads the development, implementation, and maintenance of the Citizens' Charter
- Supports the certification of MSETT in ISO 9001:2015
- Ascertains customer service needs by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analyzing information and applications.
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;

- In collaboration with the Senior Director, Corporate Communication & Public Relations, conduct relevant campaigns and expositions to increase awareness and promotion of the goods and services of the Ministry and its Agencies and Departments.

Human Resource Management Responsibilities

- Coordinates and monitors the 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 and recommends transfer, promotion, termination and leave in accordance with established human resource policies and procedures
- Ensures the welfare and development needs of staff in the division are clearly identified and addressed
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals.
- Allocates and schedules work; allocates monthly mileage to travelling officers
- Maintains, monitors and submits 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

- Customer Service Strategies and Initiatives submitted within stipulated timeline
- Customer Service Draft policies submitted within agreed timeline
- Customer Service Improvement Implementation Plan submitted within agreed timeline
- Progress Report on Customer Service Balanced Scorecard submitted within agreed timeline
- Reports and Minutes of the Intra-Ministerial Customer Service Team submitted within stipulated timeline
- Progress Reports on the Quality Management Systems submitted within agreed timeline
- Mystery Shopper Framework submitted within agreed timeline
- Progress Report on the Implementation of MSETT's Citizens' Charter submitted within stipulated timeline
- Satisfaction Reports on Service Delivery submitted within stipulated timeline
- Branch's Operational Plan submitted within stipulated timeline
- Branch's Budget & Procurement Plan submitted within stipulated timeline
- Monthly, quarterly, half-yearly and annual Customer Service Reports submitted within stipulated timeline
- Progress Reports on customer complaints submitted within stipulated timeline
- Reports on Re-engineered Business Processes submitted within stipulated timeline

CONTACTS

Internal

<u>Contact</u>	<u>Purpose</u>
Chief Technical Director, Corporate Services	Receive directives & work assignments. Provide advice, guidance, support Escalate major customer service issues/complaints
Divisional Heads/ members of CSIT/Assignees	To discuss strategic customer services issues Escalate major customer services issues/complaints
General Staff	To provide/ obtain information To conduct coaching sessions
Portfolio agencies	Receiving and giving information on Custom Services/Relations issues

External

<u>Contact</u>	<u>Purpose</u>
Office of the Cabinet	To collaborate on / and receive strategic direction/guidance on Customer Service/Citizen Charter and related issues
Planning Institute of Jamaica: Statistical Institute of Jamaica: Tax Administration Jamaica: Jamaica Customs Agency: The Accountant General's Department	Receiving and giving information on Customer Services/Relations issues
MDAs	To collaborate on matters of mutual interest through networking

REQUIRED COMPETENCIES

Core Competencies

Level

- | | |
|--------------------------------|---|
| • Oral communication Skills | 3 |
| • Written Communication Skills | 3 |
| • People Management Skills | 3 |

- | | |
|-------------------------------------|---|
| • Interpersonal Skills | 4 |
| • Customer & Quality Focus | 4 |
| • Planning & Organizing | 3 |
| • Problem Solving & Decision making | 3 |
| • Managing the client interface | 4 |

Technical Competencies

Level

- | | |
|-----------------------------------------------------|---|
| • Customer Care & Relations | 4 |
| • Business Process Re-engineering | 3 |
| • Research Methods & Data Analysis | 1 |
| • Developing Standards | 3 |
| • Knowledge of the Ministry's Policies & Procedures | 3 |
| • Knowledge of MSETT's Citizens' Charter | 4 |
| • Knowledge of GOJ's Customer Service Policy Papers | 4 |

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Business Administration or Management or related field
- At least three (3) years' experience in Customer Service at a supervisory level.
- Experience with call centres and help desk environments
- Knowledge of ISO on Quality Management Systems
- Knowledge of research methods and analysing data
- Knowledge of GOJ's Customer Service Policy Papers
- Knowledge of GOJ's Policies & Procedures

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Typical office conditions
- Extended working hours
- May be required to travel locally and overseas to attend conferences, seminars and meetings.