



## Ministry of Industry, Investment & Commerce

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### INTERNAL ADVERTISEMENT

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The Ministry of Industry, Investment & Commerce is inviting suitably qualified persons to fill the following position in the Department of Cooperatives & Friendly Societies

**Customer Care Assistant (GMG/AM 1) (Pay Band 3) Not Vacant**

**June 2, 2023 to August 8, 2023.**

**Salary Range: \$1,272,269 - \$1,711,060 per annum**

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#### **JOB PURPOSE**

Under the general direction of the Human Resource and Administration Manager (GMG/SEG 1), the Customer Care Assistant (GMG/AM 1) is responsible to assist the general public in all aspects of their interaction with the MDA 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**

##### **Technical**

- Greets and welcomes visitors to the MDA and directs them to the appropriate office/officer.
- Ensures courteous treatment of all staff and visitors to the MDA 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
- Customers' enquiries and complaints records and addresses.
- Researches, compiles and delivers information to the Customer Care Officers and Unit Head.
- 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 called to officers who requested the number
- Takes and relays messages promptly
- Reports faults and defects to Unit Head and Service Providers or relevant officer in a timely manner.
- Maintains contact with Divisions/Directors/Outstations for smooth flow of information.
- Advises cashier and other staff members on the amount owing for private calls
- Reconciles monthly bills and submits particulars relating to payments of all charges in the telephone register
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).
- Ensures that systems, procedures and working practices are implemented accurately in accordance to established format
- Maintains the MDA's corporate image at all times.
- Displays professionalism, confidentiality and good deportment at all times.

##### **Other Responsibilities**

- Performs any other related duties which may be assigned from time to time

## **REQUIRED COMPETENCIES**

- Good oral communication skills
- Good written communication skills
- Customer service and quality focus skills
- Initiative
- Time management skills
- Teamwork and cooperation skills
- Compliance
- Integrity
- Managing client interface
- Knowledge of customer service, telephone ethics and techniques
- Knowledge of Office Management and Ethics
- Public Speaking skills
- Record keeping skills
- Switch board operating skills
- Knowledge of the MDA's policies and procedures

## **MINIMUM REQUIRED QUALIFICATION 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 Operating 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 accompanied by resume should be submitted no later than March 17, 2023 to:**

**Director, Human Resource Management and Development**

**Ministry of Industry, Investment & Commerce**

**4 St. Lucia Avenue Kingston 5**

**Email: [hrm@miic.gov.jm](mailto:hrm@miic.gov.jm)**

**Please note that we thank all for responding, but only short-listed applicants will be contacted.**