



Ministry of Industry Investment & Commerce

Jamaica's **Business** Ministry

October 9, 2026

CAREER OPPORTUNITY

The Ministry of Industry, Investment & Commerce is inviting suitably qualified persons to fill the following position in the Office Management & General Services Branch.

CUSTOMER CARE OFFICER (GMG/AM 3) –VACANT

Salary: \$2,190,302 per annum

JOB PURPOSE

Under the direction of the Director, Office Management and General Services (GMG/SEG 2), the Customer Care Officer (GMG/AM 3), is responsible to assist the general public in all aspects of their interaction with the Ministry with the objective of achieving the mandate of the Ministry. The incumbent will also manage customer inquiries and complaints and interact with customers to provide and process information.

KEY OUTPUTS

- Customer enquiries and complaints addressed
- Portfolio of MDA's products and services maintained
- Customer Service Training and Sensitization secessions executed
- Information disseminated
- Contact maintained with Divisions/Directors
- E-mails downloaded and forwarded
- Reports prepared
- Research conducted and information provided
- Logs completed and reports produced
- Customer Service Database updated
- Database developed and maintained of key business processes for all services of the Ministry and its agencies

KEY PERFORMANCE STANDARDS

- Progress Reports on Customers Complaints submitted within agreed timeline
- Weekly Customer logs submitted within agreed timeline
- Progress Report on updates to Customer Database submitted within agreed timeline
- Quarterly Register of Products and services submitted within agreed timeline
- Presence of database for key business processes of all services of the MDA and its agencies
- Monthly Customer Service Reports submitted within agreed timeline

KEY RESPONSIBILITIES

Technical/Professional Responsibilities

- Serves as liaison between Divisions/Units and the customers
- Responds to customer requests/enquiries
- Directs requests/enquiries to appropriate staff
- Deals with customer enquiries or complaints by phone, post, email or direct interaction
- Follows-up on customer enquiries not immediately resolved
- Provides customers with product and service information
- Maintains portfolio of the MDA's products and services
- Maintains portfolio of the business processes of all services of the MDA and its agencies
- Maintains database on key customers of the MDA and tracks customers interface with the MDA
- Foresees possible delays or complications and plans strategies to avoid or minimize them
- Analyzes situations to determine the best use of resources
- Records details of issues and action taken
- In collaboration with the Corporate & Public Relations Unit, updates relevant Notice Boards and the Libraries with information relevant to the customers
- Identifies, researches and resolves customer issues using the computer system
- Recommends new systems, procedures or working practices to improve customer service efficiency
- Recognizes documents and alerts the relevant staff of trends in customer calls
- Completes call logs and reports

- Collates information and prepares monthly/quarterly and annual reports
- Maintains a log of customers complaints and queries
- Communicates with internal divisions on customer service issues
- Maintains the right style and matches customer pace
- Participates in quarterly meetings of the Intra-Ministerial Customer Service Team and prepare relevant minutes and reports

Other Responsibilities

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

REQUIRED COMPETENCIES

Core Competencies

	<u>Level</u>
▪ Oral Communication Skills	3
▪ Written Communication Skills	2
▪ Interpersonal Skills	3
▪ Customer & Quality Focus	3
▪ Planning & Organizing	2
▪ Teamwork and Cooperation skills	3
▪ Tact & Diplomacy	3
▪ Managing the client interface	2

Technical Competencies

	<u>Level</u>
▪ Database Entry	2
▪ Report Writing Skills	2
▪ Proficiency in relevant Software Applications	2
▪ Knowledge of the MDA's Policies & Procedures	2
▪ Knowledge of GOJ Customer Service Policies & Procedures	2

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Diploma in: Management Studies, Public Administration, Personnel Management, Business Administration
- At least two (2) years in Customer Service or performing related functions
- Knowledge of Customer service principles and practices

AUTHORITY

Nil

**Applications accompanied by resume should be submitted no later than
October 16, 2026 to:**

**The Director, Human Resource Management and Development
Ministry of Industry, Investment & Commerce
4 St. Lucia Avenue, Kingston 5
Email: hrm@miic.gov.jm**

We appreciate your responses; however only short-listed applicants will be contacted.