

CIRCULAR MEMORANDUM

NO. 6 OF 2018

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From: Chief Executive Officer, Ministry of the Public Service, Energy and Public Utilities

To: Office of the Governor General, Chief Justice, Auditor General, Solicitor General, Financial Secretary, Cabinet Secretary, Chief Executive Officers and Head of Departments.

**SUBJECT: VACANCY NOTICE - POST OF CUSTOMER SERVICE
QUALITY ASSISTANT - MINISTRY OF THE PUBLIC SERVICE,
ENERGY AND PUBLIC UTILITIES**

Date: 2nd March, 2018

Applications are invited from suitably qualified persons to fill the post of Customer Service Quality Assistant, in the Ministry of the Public Service, Energy and Public Utilities (MPSEPU).

Basic Purpose of Position:

The Customer Service Quality Assistant is responsible to provide support to the Unit in the development and implementation of Customer Service Policy for the Public Service.

Analysis of Position:

Essential Duties and Responsibilities

- Conduct periodic customer surveys and report on findings
- Assist with the conduct of customer service quality audits (monitoring and evaluation) of procedures and processes in keeping with the Customer Service Policy
- Assist in Preparation of reports, memoranda and other documents
- Respond to day-to-day complaints and concerns from customers via the different mediums (telephone / web link / walk-in / regular and electronic mail)
- Maintain electronic and paper databases spreadsheets and other records for the unit
- Assist with customer service related content for MPS websites and Facebook Page
- Produce brochures
- Assist with developing customer service training and other materials

- Assist with the planning and execution of events for the annual Public Service Day and Awards Programme,
- Vetting of award nominees files
- Any other duties that may be assigned from time to time

Skills and Competencies:

- Highly developed interpersonal skills
- Very good command of the English Language
- Very good written and oral communications skills
- Customer Focus
- Research and Analytical techniques and skills
- Excellent public relations
- Ability to work with a team and independently with limited supervision
- Proficient with MS Office software packages and other applications and databases as well as using the internet
- Knowledge of Quality principles and of the Public Service policies and procedures
- Always stay current with developments in quality assurance and customer service excellence.

Qualifications required:

- a) Be in minimum possession of a Bachelor's Degree in Public Sector Management, Business Management / Administration, Tourism Management, Project Management, General Management Studies or relevant field ;

AND

- b) Have a minimum of **three (3) years** working experience with two (2) being in customer service delivery, service quality improvement or other related field.

Salary:

Payscale 14 of \$27,403 x 1,137 - \$49,006 per annum.

Interested officers in possession of the required qualifications and who have the aptitude for the post are to submit their application, with copies of qualifications, through their respective Chief Executive Officers/Head of Department to the Ministry of the Public Service, Energy and Public Utilities, no later than 16th March, 2018.



JULIA LEWIS (Mrs.)
For Chief Executive Officer