



Ministry of
Education, Skills,
Youth & Information

ICO 25-49

CAREER OPPORTUNITY

CUSTOMER SERVICE MONITORING AND EVALUATION MANAGER (GMG/SEG 2) - VACANT CUSTOMER SERVICE BRANCH

JOB PURPOSE:

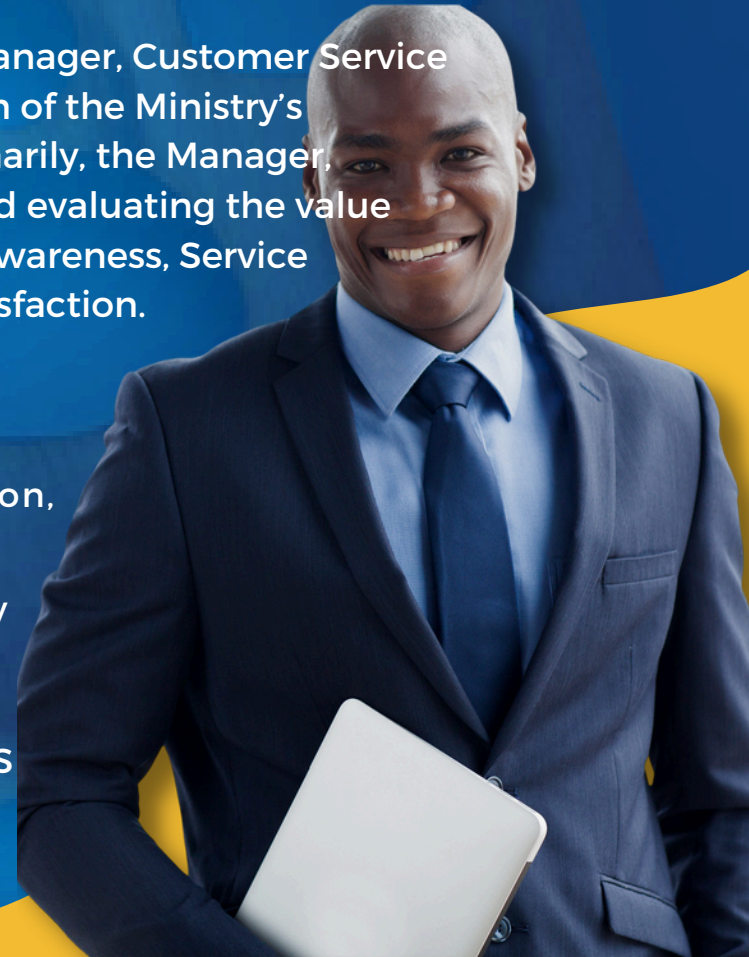
Under the direction of the Director, Customer Service, the Manager, Customer Service M&E, is responsible for the coordination and implementation of the Ministry's Customer Service Monitoring & Evaluation Programme. Primarily, the Manager, Customer Service M&E will be responsible for monitoring and evaluating the value chain elements of: Service & Operational Planning, Service Awareness, Service Delivery Operations as well as general Customer Service Satisfaction.

REQUIRED EDUCATION AND EXPERIENCE:

- University Degree preferably in Business Administration, Economics or related field;
- At least 3 years of experience in the design and implementation of M&E/MIS projects implemented by Government;
- Experience in designing tools and strategies for data collection, analysis and production of reports;
- Proven ICT skills, especially in the development of MIS software using database software;

REMUNERATION PACKAGE:

Pay Band 8 Salary Scale: \$4,266,270.00 to \$5,737,658.00 per annum.





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FOR FURTHER INFORMATION, PLEASE CONTACT THE SENIOR HUMAN RESOURCE OFFICER AT EXT. 5945
INTERESTED PERSONS ARE INVITED TO SUBMIT APPLICATIONS WITH RÉSUMÉS NO LATER THAN FRIDAY, APRIL
4, 2025 TO THE ADDRESS PRESENTED BELOW.

DIRECTOR - HUMAN RESOURCE MANAGEMENT
MINISTRY OF EDUCATION & YOUTH
2 NATIONAL HEROES CIRCLE,
KINGSTON 4

WE THANK ALL APPLICANTS FOR EXPRESSING AN INTEREST; HOWEVER, ONLY SHORTLISTED CANDIDATES
WILL BE CONTACTED.

[CLICK HERE TO APPLY](#)

HUMAN RESOURCES
MANAGEMENT



**MINISTRY OF EDUCATION & YOUTH
CENTRAL MINISTRY
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	Customer Service, Monitoring and Evaluation Manager
JOB GRADE:	GMG/SEG 2
POST NUMBER:	73659
DIVISION/BRANCH :	Corporate Services/ Customer Service Branch
REPORTS TO:	Director, Customer Service
MANAGES:	Customer Service Monitoring and Evaluation Officer

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 Director, Customer Service, the Manager, Customer Service M&E, is responsible for the coordination and implementation of the Ministry's Customer Service Monitoring & Evaluation Programme. Primarily, the Manager, Customer Service M&E will be responsible for monitoring and evaluating the value chain elements of: Service & Operational Planning, Service Awareness, Service Delivery Operations as well as general Customer Service Satisfaction.

Key Outputs:

- Annual work plan and budget prepared
- Customer Service Evaluation Framework developed and implemented;
- Mystery Shopper Programme implemented;
- Customer Service Balanced Scorecard monitored;
- Help desk services monitored;
- Customer Service Improvement Plan monitored;
- Customer feedback collected and collated;
- Research on Customer Service Programmes conducted;
- Customer Service Training & Sensitization Programme evaluated;
- Help Desks Services evaluated;
- Internal Customer Satisfaction Surveys conducted;
- External Customer Service Surveys developed and conducted;
- Customer Service M&E Reports developed.

Key Responsibility Areas:

Technical/Professional Responsibilities

- Develops and implements the Customer Service Evaluation Programme in collaboration with the Corporate & Strategic Planning Unit of the Ministry;
- Monitor and evaluate overall progress on achievement of results based on the Customer Service Balanced Scorecard;
- Collects data, analyses and report on feedback from the Ministry's Mystery Shopper Programme;
- Conducts evaluation of the Customer Service Training/Sensitization Sessions (Head Office, Outstations, Departments and Agencies), in collaboration with the Human Resource Development Unit;
- Create and utilize a mix of feedback strategies to collect data on divisional services, the library services, website, YouTube, inclusive of the use of surveys, and focus group discussions;
- Conducts evaluation of the quality of products and service offerings of the Ministry, its portfolio agencies and departments;
- Evaluates internal Help Desk Services of Ministry;
- Develops and executes internal and external Customer Service Surveys to determine customer satisfaction. Analyze and report on findings on a regular basis;
- Recommends strategies to the Director, Customer Service for improving efficiency and effectiveness by identifying bottlenecks to minimize or eliminate such bottlenecks;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;

- Prepares and submits Research Papers on Customer Service Programmes;
- Performs any other related duties, which may be assigned from time to time.

Management/Administrative Responsibilities:

- Develops the Unit's Annual Operational Plans to be incorporated within the Branch's Operational Plan;
- Develops the Unit's Annual Budget and manages expenditure within budget ceilings;
- Develops and submits the Unit's Monthly, Quarterly, Half-Yearly and Annual Reports for relevant internal and external stakeholders of the Ministry;
- Represents the Division at meetings, seminars, workshops, conferences and other for a;
- Under the advice of the Director, Customer Service, liaises with relevant entities involved in the planning, development and implementation of Customer Service initiatives;
- Participates in quarterly meetings of the Intra-Ministerial Customer Service Team and prepare relevant minutes and reports.

HR Responsibilities

- Coordinates and monitors the work of the M&E Unit of the Branch
- Monitors and evaluates the performance of direct report, prepares performance appraisal and recommend and/or attaining established personal and/or organizational goals;
- Provides leadership and guidance to direct report through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit;
- Ensures the welfare and development needs of staff in the unit are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit's and division's goals;
- Maintains, monitors Attendance Reports for all relevant members of staff;

Performance Standards:

- Customer Service Evaluation Framework submitted within agreed timeline;
- Monthly, Quarterly, Half-Yearly and Annual Customer Service M&E Reports submitted within stipulated timeline;
- Research Papers on Customer Service Programmes submitted within agreed timeline;
- Monthly, Quarterly and Annual Evaluation Reports of Help Desk Services submitted within agreed timeline;
- Feedback Reports on Mystery Shopper Programme submitted within agreed timeline;
- Customer Service Survey Analysis submitted within agreed timeline;
- Evaluation Reports on Customer Service Programmes/Projects submitted within agreed timeline;
- Monthly and Quarterly Customer Service Training Evaluations submitted within agreed timelines.

Internal and External Contacts (specify purpose of significant contacts):

Internal Contacts

Contact (Title)	Purpose of Communication
Principal/Board	Follow ups, Provides and gather information
Vice- Principal(s)	Follow ups, Provides and gather information
Senior Teachers	Follow ups, Provides and gather information
Members of Staff/ Regional Offices	Follow ups, Provides and gather information

Contacts external to the organisation required for the achievement of the position objectives

Contact (Title)	Purpose of Communication
Ministry of Finance and the Public Service	Follow ups, Provides and gather information
Suppliers	Follow ups, Provides and gather information
Other MDAs	Follow ups, Provides and gather information
Utility Companies/Emergencies Services Providers	Follow ups, Provides and gather information / training opportunities
Parents/stakeholders	Follow ups, Provides and gather information
Contractors	Follow ups, Provides and gather information

Required Competencies:

Core

- Oral Communication Skills
- Written Communication Skills
- Interpersonal Skills
- Problem Solving & Decision making
- Customer & Quality Focus
- Planning & Organizing
- Analytical & Methodical
- Integrity

Technical

- Research Methods
- Use of Statistical Software
- Data Analysis
- Database Software Development
- Knowledge of the Ministry's Policies & Procedures
- Knowledge of GOJ Customer Service Policies & Procedures
- Strong facilitation skills.
- Expertise in analyzing data using statistical software;
- Experience in conducting research and analysing information;

Minimum Required Qualification And Experience

- University Degree preferably in Business Administration, Economics or related field;
- At least 3 years of experience in the design and implementation of M&E/MIS projects implemented by Government;
- Experience in designing tools and strategies for data collection, analysis and production of reports;
- Proven ICT skills, especially in the development of MIS software using database software;

Authority To:

- Approve expenditure within prescribed limits
- Recommends leave;
- Certifies overtime and subsistence claims.
- Approve departmental and sick leave

Special Conditions Associated With The Job

- Normal office environment
- Required to travel island wide
- Required to possess a valid Driver's License and a reliable motor vehicle

