



Ministry of
Education, Skills,
Youth & Information

ICO 25-48

CAREER OPPORTUNITY

CUSTOMER SERVICE MANAGER (GMC/SEG 2) - VACANT CUSTOMER SERVICE BRANCH

JOB PURPOSE:

Under the direction of the Director Customer Service, the Customer Care Manager is responsible for coordination, leadership and management of the Customer Service portfolio of the Ministry. Specifically, the Manager 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.

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 would be an asset

REMUNERATION PACKAGE:

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





Ministry of
Education, Skills,
Youth & Information

ICO 25-48

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 Care Manager
JOB GRADE:	GMG/SEG 2
POST NUMBER:	73658
DIVISION/BRANCH :	Corporate Services/ Customer Service Branch
REPORTS TO:	Director, Customer Service
MANAGES:	Customer Care Officer Customer Care Assistant x5

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 Customer Care Manager is responsible for coordination, leadership and management of the Customer Service portfolio of the Ministry. Specifically, the Manager 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.

Key Outputs:

- Customer Service Improvement Plan implemented and monitored;
- Customer Service Strategies, Programmes, Draft Policies developed and implemented;
- ISO (9001:2015) Certification of the Ministry and its agencies' supported;
- 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 budget prepared;
- Staff appraisals conducted.

Key Responsibility Areas:

Technical/Professional Responsibilities

- Ensures protocols for the greeting and welcoming of visitors to the Ministry is in place and staff trained;
- Maintains, monitors and submits Attendance Reports for all relevant members of staff;
- Meets customer service objectives by integrating customer service information and recommendations to 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 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;
- Reviews and documents business processes aligned to the key services of the Ministry and its portfolio agencies and departments;
- Develops, 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 and implementation and maintenance of the Citizens' Charter;
- Supports the certification of the Ministry and Agencies in ISO 9001:2015;
- Determines customer service requirements by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analysing information and applications.
- Facilitates promotion and awareness of the customers to the Ministry's products and services;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- In collaboration with the Director, Communication & Public Relations, conduct relevant campaigns, expositions to increased awareness and promotion of the goods and services of the ministry and its agencies/departments;

Management/Administrative Responsibilities

- Develops the Unit's Annual Operational Plans to be incorporated within the Directorate's Operational Plan;
- Develops the unit's Annual Budget and manages expenditure within budget ceilings;
- Develops and submits the Division'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 Unit's objectives;
- Represents the Unit 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;
- Coordinates and monitors the work of the Unit;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Facilitates customer service financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analysing variances; initiating corrective actions;

HR Responsibilities

- Monitors and evaluates the performance of direct reports, prepares performance appraisal and recommend and/or attaining established personal and/or organizational goals;
- 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 Unit's and organization's goals;
- Allocates and schedules work; allocates monthly mileage to travelling officers;
- Periodically facilitates employees' training and development in Customer Service across the ministry;

Other

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

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 Ministry'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.

Internal and External Contacts (specify purpose of significant contacts:

Internal Contacts

Contact (Title)	Purpose of Communication
Senior Directors & Directors	Provides advice, guidance, updates, arrangement of sessions
Agencies	Arrangement of meetings, collection of reports, feedback on customer service results, collaborates and shares information. Obtains feedback on the effectiveness of operations and service delivery.
Staff	To provide and receive information

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

Contact (Title)	Purpose of Communication
The Cabinet Office	Liases on meetings, reporting, seeking advice
Members of the Public	To provide information

Required Competencies:

Core

- Oral communication Skills
- Written Communication Skills
- People Management Skills
- Interpersonal Skills
- Customer & Quality Focus
- Planning & Organizing
- Problem Solving & Decision making
- Managing the client interface

Technical

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

Minimum Required Qualification 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 would be an asset

Authority To:

- Approve expenditure;
- Authorizes leave;
- Authorizes travelling claims;
- Recommends transfer and or redeployment of staff;
- Certifies overtime and subsistence claims.

Special Conditions Associated With The Job

- Normal office environment
- Required to work for extended hours
- Required to travel
- Required to possess a valid Driver's Licence and a reliable motor

