



Ministry of Education, Skills, Youth and Information
CAREER OPPORTUNITIES
OLD HARBOUR REGIONAL OFFICE-REGION 6

JOB TITLE :

CUSTOMER RELATIONS OFFICER (GMG/AM 3)- 1 NON-VACANT POSITION
REGIONAL HUMAN RESOURCE MANAGEMENT SECTION

JOB PURPOSE:

Under the general supervision of the Director Schools' Human Resource Management, the Customer Relations Officer is responsible for providing assistance to Academic and non-Academic staff in the Regions. The incumbent will be responsible for providing and maintaining effective and efficient service to clients to the section, in accordance with the Citizens Charter by managing customer complaints and interacting with customers to provide and process information.

REQUIRED EDUCATION AND EXPERIENCE

Associate Degree in Management Studies/Public Administration/Human Resource Management and or Business Administration with at least one (1) years' experience in Human Resource performing related functions

OR

Diploma in in Management Studies/Public Administration/Human Resource Management and or Business Administration with at least two (2) years' experience in Human Resource performing related functions

Knowledge of Customer Service Principles and practices would be an asset

REMUNERATION PACKAGE:

\$2,190,302- \$2,945,712.00 per annum





CO 26-129



Ministry of Education, Skills, Youth and Information

CAREER OPPORTUNITIES

Interested persons are invited to submit applications and résumés addressed to the following no later than Tuesday, October 20, 2026:

Director – Human Resource Management
Ministry of Education, Skills, Youth & Information
2-4 National Heroes Circle,
Kingston 4

We thank all applicants for expressing an interest; however, only shortlisted candidates will be contacted.

[Click here to apply.](#)

The job description is attached.



**MINISTRY OF EDUCATION, SKILLS, YOUTH & INFORMATION
REGIONAL EDUCATIONAL SERVICES BRANCH
JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	Customer Relations Officer
JOB GRADE:	GMG/AM 3
POST NUMBER:	
BRANCH/SECTION:	Regional Educational Services /Schools' Human Resource Management
REPORTS TO:	Director – Schools Human Resource Management
MANAGES:	N/A

Job Purpose:

Under the general supervision of the Director Schools' Human Resource Management, the Customer Relations Officer is responsible for providing assistance to Academic and non-Academic staff in the Regions. The incumbent will be responsible for providing and maintaining effective and efficient service to clients to the section, in accordance with the Citizens Charter by managing customer complaints and interacting with customers to provide and process information.

Key Outputs:

- Research conducted and information provided
- Information disseminated
- Customers received and greeted
- Telephone calls, emails and all other enquiries responded to
- Inquiries handled/referred
- Unresolved customer queries monitored and followed up
- Customer service log maintained
- Customer Service Database maintained and updated
- Office administration managed and office supplies maintained.
- Administrative duties undertaken

Key Responsibility Areas:

- Serves as liaison between the Section and customers;
- Receives and responds to queries, or action where appropriate, redirects telephone calls, emails and other inquiries on matters of concern to the Schools Human Resource Section;
- Follows-up on customer queries not immediately resolved and plan strategies to minimize delays;
- Foresees possible delays or complications and plans strategies to avoid or minimize them
- Records details of issues and action taken;
- Identifies, researches and resolves customer issues identified and logs for follow-up;
- Completes call logs and prepares reports and follow up matters until resolved;
- Collates information and prepares monthly reports;
- Maintains a log of customers complaints and queries and develop strategies to resolve;
- Communicates with internal divisions on customer service issues
- Provides administrative services, by:
 - Reviewing files/documents submitted by schools.
 - Logs correspondences and files coming in from the schools
 - Requests files from the Regions and Registry
 - Assists with drafting letters

Other

- Performs any other related functions assigned from time to time

Performance Standards:

- Customers visiting the Branch are greeted in a courteous and professional manner
- Responses to inquiries are accurate and timely
- High level of professionalism and competence maintained in client interaction
- Customer Service log is maintained up-to-date and all relevant information is entered
- Responses to customers are to be made in a timely fashion
- Visitors are directed to the relevant officers/offices within the given waiting time

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

Within the Ministry

Contact (Title)	Purpose of Communication
Principals, Vice Principals, Chairmen of Schools boards, retirees/staff of the Ministry/staff from the regions	To obtain information

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

Contact (Title)	Purpose of Communication
Relatives of pensioners/ deceased	To obtain information

Contact (Title)	Purpose of Communication
personnel	

Required Competencies

Core

- Sound interpersonal skills
- Excellent oral and written communication skills
- Excellent command of the English Language
- Good analytical skills
- Good time management and organizing skills

Technical

- Basic knowledge of public relations/public communication principles and techniques
- Sound knowledge of the operations of the Schools' Human Resource Management
- Proficient use of computer applications (Word, PowerPoint, Excel)
- Knowledge of customer services principle

Minimum required Education and Experience:

- Associate Degree in Management Studies/Public Administration/Human Resource Management and or Business Administration with at least one (1) years' experience in Human Resource performing related functions

OR

- Diploma in in Management Studies/Public Administration/Human Resource Management and or Business Administration with at least two (2) years' experience in Human Resource performing related functions
- Knowledge of Customer Service Principles and practices would be an asset.

Authority To:

- provide approved information to the public
- access to confidential information

Specific Conditions Associated With the Job

- Normal office environment