CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION

JOB TITLE:	Customer Care Assistant
JOB GRADE:	**GMG/AM 1/Band 3**
DEPARTMENT/DIVISION:	Division
BRANCH	N/A
REPORTS TO:	Customer Care Officer (GMG/AM 3)
MANAGES:	N/A

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

1. STRATEGIC OBJECTIVES OF THE DIVISION

TBD

2. JOB PURPOSE

Under the direction of the Customer Care Officer (GMG/ AM 3), the Customer Care Assistant (GMG/AM 1), is responsible to assist the general public in all aspects of their interaction with the Court with the objective of achieving the mandate of the Judiciary. 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 Court's products and services maintained
- Customer Service Training and Sensitization secessions executed
- Information disseminated
- Contact maintained with Divisions/Clerk/ Deputy Clerk
- 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 Court
- Professionalism, confidentiality and good deportment displayed

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 Court
- Monthly Customer Service Reports submitted within agreed timeline

KEY RESPONSIBILITY AREAS
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 Court's products and services
- Maintains portfolio of the business processes of all services of the Court
- Maintains database on key customers of the Court and tracks customers interface with the Court
- 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 Client Service, Communication and Information Division at the Court Management Services updates relevant Notice Boards and the Library with information relevant to the customers
- Identifies, researches and resolves customer issues using the Court Information Management System and other computer systems
- 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 Judiciary's Customer Service Team and prepare relevant minutes and reports

Other Responsibilities

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

PERFORMANCE STANDARDS

- Accurate Telephone/Visitors' Register maintained on a daily basis
- Mystery Shopper's Report indicates courteous greeting and direction to visitors and customers
- Record and research of customers' enquiries submitted within stipulated timeline
- Mystery Shopper's Report indicates customers' requests answered promptly and accurately.
- Complaints Register submitted, indicating timely log and routing to the appropriate officer in a timely manner
- Log of customer calls received and made in accordance with GOJ/MDA's Citizen Charter, submitted within stipulated timeline.
- Log of messages received submitted in stipulated timeline
- Information researched and disseminated accurately and in a reasonable time frame.
- Reports submitted indicate new systems, procedures and working practices implemented accurately in accordance to established format
- Relevant Reports submitted in the established format within the agreed timeframe.

REQUIRED COMPETENCIES

Core	**Level**
• Oral communication skills	2
• Written communication skills	2
• Customer service and quality focus skills	2
• Initiative	2
• Time management skills	2
• Teamwork and Cooperation skills	2
• Compliance	2
• Integrity	3
• Managing the client interface	2

Technical	**Level**
• Knowledge of Customer Service, telephone ethics and techniques.	4
• Knowledge of Office Management and Ethics	4
• Public Speaking Skills.	3
• Record Keeping Skills	3
• Switch Board Operating Skills	4
• Knowledge of the MDA's policies and procedures	2

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- At least four (4) subjects at the CXC General proficiency/GCE O 'levels including English Language and a numeric subject.
- Customer Service Certification
- Certificate in Telephone Operating and ethics
- Training in public speaking
- 3 years' experience in a similar field

OR

- Certificate in management studies with two (2) years' experience in a similar role.
- Training in Customer Service and Telephone Ethics
- Training in public speaking