Appendix 68 **JD – Senior Customer Service Officer**

CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION
COURT ADMINISTRATION DIVISION

JOB TITLE:	Customer Care Officer
JOB GRADE:	Band 5
DEPARTMENT/DIVISION:	Court Operations & Management Support
BRANCH	Parish Court/Traffic Court/Family Court/Corporate Area Criminal Court/Corporate Area Civil Court/Coroners Court
REPORTS TO:	Court Operations Manager
ACCOUNTABLE TO:	Court Operations Manager
MANAGES:	Customer Care Assistant

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 general direction of the Court Operations Manager, the Customer Care Officer (GMG/AM 3) is responsible for managing the initial point of contact for all customers conducting business with the Parish Court/Traffic Court/Family Court/Corporate Area Criminal Court/Corporate Area Civil Court/Coroners Court. The Customer Care Officer (GMG/AM 3) is also accountable for the administration of complaints/issues and building sustainable relationships with key stakeholders.

3. KEY OUTPUTS

- Quality Customer Service delivery supervised
- Daily Customer Service operations supervised
- Customer Service performance targets supervised
- SLAs implemented and monitored
- Escalated customer issues/complains investigated and resolved
- Annual/Quarterly/Monthly/Periodic Reports prepared
- Advice and interpretation provided
- Individual Work plan developed
- Staff appraisals and coaching conducted

4. KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Supervises the delivery of quality customer service and projects a positive imagine of the Judiciary in a professional and courteous manner;
- Supervises the daily operations of the Customer Service team, including effective resource planning, implementing strategies and programmes;
- Develops, implements and reviews systems to capture and disseminate cogent information/data;
- Sets performance targets for customer service efficiency, resolution times and quality;
- Implements and manages SLA targets for the Customer Service function for assigned courts;
- Monitors and evaluates customer service SLAs and provides recommendations to address weaknesses;
- Measures and reports on customer service performance against SLAs, and highlights areas of opportunity to improve;
- Monitors random counter transactions, calls & emails to improve quality, minimize errors and track operative performance;

- Monitors the radio and television talk shows, and other media for the purpose of evaluating public opinions and expectations;
- Reviews the performance of staff, identifying training needs and planning training sessions;
- Handles the most complex customer issues, complaints or enquiries referred by Customer Services Officers;
- Investigates and reports all customer related complaints and devises an appropriate resolution strategy;
- Escalate all unresolved issues/complaints to the appropriate authority in keeping with SLAs and standards;
- Organizes staffing schedules/roasters, including break/lunch patterns and the number of staff required to meet daily customer service demand;
- Liaises with internal stakeholders/third parties to gather information and resolve issues;
- Assists with the research, design and implementation of the GOJ Service Excellence Policy plans, programmes and culture in the Judiciary;
- Remains up to date of the Judiciary's programmes, activities and services to provide timely and appropriate information to customers;
- Advises Court Operations Manager of customer service trends and assists with proactive strategies to ensure best practice customer service initiatives;
- Optimizes working practices within the team through continuous improvement, innovation and best practice, ensuring effective implementation into operational processes to increase customer satisfaction;

Management/Administrative Responsibilities

- Develops Individual Work Plans based on alignment to the overall plan for the Branch;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required.
- Prepares and delivers Court Operations presentations related to as needed;
- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design.

Human Resources Responsibilities

- Provides guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;
- Evaluates and monitors the performance of assigned staff and implements appropriate strategies;
- Coordinates the development of individual work plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Court;

- Recommends training, promotion and approves leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews;
- Ensures the well - being of staff supervised;
- Effect disciplinary measures in keeping with established guidelines/practices.

Other Responsibilities

- Performs all other duties and functions as may be required from time to time.

5. PERFORMANCE STANDARDS

- Quality Customer Service delivery supervised in accordance with established procedures agreed timeframes;
- Daily Customer Service operations supervised in keeping with Customer Service principles and practices;
- Customer Service performance targets established in accordance with agreed standards and timeframes;
- SLAs implemented and monitored in accordance with agreed standards and timeframes;
- Escalated customer issues/complains investigated and resolved in keeping with agreed standards and timeframes;
- Annual/Quarterly/Monthly/Periodic Reports prepared according to related standards, format and timeframes;
- Technical advice and recommendations provided are sound and supported by qualitative/quantitative data;
- Individual work plans conform to established procedures and implemented accorded to establish rules;
- Staff managed according to GOJ HR, and other established practices and performance appraisals and reviews/coaching done and submitted in accordance to agreed timeframe and standards;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

6. AUTHORITY

- Recommendations on operational policies and procedures relating to Customer Service/Service Excellence;
- Recommends staff appointments, promotion, recruitment, disciplinary action, leave and general welfare issues;

- Recommends relevant training and development programmes for direct reports to enhance knowledge and performance.

7. INTERNAL AND EXTERNAL CONTACTS (specify purpose of significant contacts)

Internal Contacts

Contact (Title)	Purpose of Communication
Regional Director, Court Operations & Management Support Court Operations Manager	• To discuss issues in relation to strategic customer services; • Escalate Major Customer Services issues/complaints
Direct Reports	• Coach and mentors • Develop and maintain effective working relationships relating to Customer Services • Collaborate, exchange information, provide strategic advice, support and feedback
General Staff	• Develop and maintain effective relationships • Provide expert advice and exchange information

External Contacts

Contact (Title)	Purpose of Communication
MDAs, such as the Police, DCS, DPP, etc.	• Develop and maintain effective relationships; • Provides expert advice on Customer Service matters; and exchange information; • Liaise on key Court Operations and Management Support issues
Professional Affiliations	• Provides expert advice and exchange information; • Identify innovation and new opportunities for the Association.
Contractors, suppliers and providers of services	• Exchange of information.
General Public	• Exchange information, provide advice and seek feedback

8. REQUIRED COMPETENCIES

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong leadership skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical

- Sound knowledge of Customer Service principles and processes
- Sound understanding of Customer Services tools and instruments in the delivery of business objectives
- Sound customer service focus and commitment to providing quality customer service with demonstrated ability to relate to people from various backgrounds.
- Excellent communication and interpersonal skills characterized by patience, clarity and empathy at a personal, written and telephone level
- Ability to use tact, diplomacy and negotiating skills when handling difficult customers to achieve a positive outcome.
- Ability to develop and maintain positive working relationships with staff from other divisions, agencies/departments and work in conjunction with them to ensure smooth operation of Customer Service function
- Sound organisation and time management skills to organize own work and work of others, to establish priorities and meet deadlines
- Ability to maintain confidentiality at all times
- Ability to work in an area with changing and sometimes conflicting priorities
- Ability to maintain productive and efficient output in a busy work environment
- Good listening skills and the ability to work under pressure
- Advanced IT skills in relation to Word, PowerPoint, Publisher and Excel

9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Associate's Degree/Diploma in Management Studies, Public Administration, Business Administration or a related discipline OR HEART NSTA NVQJ 4/3 in a related area;
- Specialized training in Customer Service;
- Two (2) years related experience.

10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. Will be required to travel locally to perform customer service duties in outstations, attend conferences, seminars and meetings.