CIVIL SERVICE OF JAMAICA
JOB DESCRIPTION AND SPECIFICATION

MINISTRY/ENTITY: **SUPREME COURT**

Job Title:	**CUSTOMER SERVICE OFFICER**
Job Grade:	GMG/ AM 3
Post Number:	
Division:	Civil
Reports to:	DEPUTY REGISTRAR
Direct Report:	n/a
Indirect Report:	n/a

This document is valid as an accurate and true description of the job signified below.

_____ _____ _____
Employee Name Signature Date

_____ _____ _____
Supervisor Name Signature Date

_____ _____
Head of Department/Division Date

_____ _____
Date received in Human Resource Division Date

Created/revised_____

JOB PURPOSE (reason for job existing)

Under the direct supervision of the Deputy Registrar, the incumbent interacts with the users of the court to provide the relevant information and assistance with a view to resolve all queries/ complaints receives and process documents and addresses all queries and complaints.

KEY OUTPUTS (results, deliverables)

- Queries addressed
- Information provided
- Documents vetted Documents for Scanning and entering sorted
- Updates provided
- Attorneys contacted
- Documents copied
- Clients referred Files and documents distributed
- File numbers generated
- Follow-up Customer Service provided

KEY RESPONSIBILITY AREAS:-

- Responds to enquiries at the public service counter and on the telephone.
- Responds to enquiries about court processes, court dates and times for the Supreme Court.
- Checks the designated storage area for orders/ judgements and requisition documents to be collected by clients
- Ensures that customers sign for all documents received
- Vets all incoming applications submitted for legal compliance;
- Provides information to the users of the court about court policies and procedures, case status, scheduling of court proceedings and courtproceedings in general
- Keeps parties informed of changes e.g., of courtrooms and hearing times;
- Provides updates to the users of the court on the status of their files;
- Generates case file number for all new claims as soon as they are presented at the Customer Service

- Assists with Customer requests for information
- Releases Claim Forms for further stamping at the Tax Administration Jamaica (UP-stamping) where appropriate
- Distributes files to the relevant officers
- Sorts the documents for scanning and entering and deliver to the Data Validation Officer
- Generates file numbers for all new case received
- Ensures that files are re-shelved at the end of the working day;
- Assists with the preparation of certified copies and attested copies;
- Contacts and informs Attorneys to pick up documents in respect of corrections to be made to orders
- Contacts Attorneys in relation to arrangements for video link hearings
- Refers customers to the Registrar/ Deputy Registrar or other Court Staff;
- Facilitates requests for documents to be copied from a file.
- Assists the Deputy Registrar by checking for compliance with requisitions for default judgements
- Provides follow-up Customer Service to clients

Other Responsibilities

- Performs any other related duties assigned.

CONTACTS	
Internal	**Purpose**
Deputy Registrar	For instructions, guidance and information
Registrar	For information
Court Coordinator	For information
External	**Purpose**

PERFORMANCE STANDARDS

- Queries addressed accurately and timely

- Information provided in accordance with the established standard
- Documents vetted in accordance with the established standard
- Updates provided within the agreed timeframe
- Attorneys contacted within the agreed timeframe
- Documents copied in accordance with the established standards
- Clients referred as become necessary
- Follow-up Customer Service provided in keeping with the established standards
- Records updated electronic and physically
- Documents vetted Documents for Scanning and entering sorted within the agreed timeframe
- Clients referred Files and documents distributed within the agreed timeframe
- File numbers generated in keeping with the established standards
- Files distributed to the relevant officers within the agreed timeframe

REQUIRED COMPETENCIES

Technical

- Sound knowledge and understanding of the Supreme Court procedures and operations
- Working knowledge of the relevant computer software applications
- Excellent customer relations and interpersonal skills
- Excellent oral & written communication skills
- knowledge of the Government of Jamaica Records Management procedures

Core

- Good time management skills
- Good organizational and planning skills
- Ability to work in teams.
- Ability to use Initiative
- Excellent Supervisory Management Skills
- Integrity and confidentiality

MINIMUM REQUIRED QUALIFICATIONS AND EXPERIENCE

- Associate Degree in Business Administration or related field

- Training in Customer Service
- 4 CXC/GCE subjects; including English Language, Mathematics or Accounts

AUTHORITY

- NA

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Normal