



## Ministry of National Security

### CAREER OPPORTUNITY

The Ministry of National Security invites applications from suitably qualified candidates to fill the post of:

**DIRECTOR, CUSTOMER SERVICE (GMG/SEG 3) - VACANT  
CORPORATE SERVICES DIRECTORATE- CUSTOMER SERVICE BRANCH**

**SALARY SCALE: \$5,198,035.00 - \$6,990,779.00 PER ANNUM**

#### **JOB PURPOSE:**

The incumbent has portfolio responsibility for the coordination, leadership and management of the Ministry of National Security's Customer Service functions. Specifically, the Director is responsible for the development, monitoring and implementation of the policies, programmes, projects, standards and related activities, for driving the modernization of the Customer Service Programme across the Ministry.

#### **KEY RESPONSIBILITIES:**

- Develops Customer Relations Branch's Corporate/Operational Plans Individual Work Plans and Budget;
- Develops the Branch's annual budget and manages expenditure within budget ceiling;
- Develops the Branch's monthly, quarterly, semi-annual and annual reports for relevant internal and external stakeholders of the Ministry;
- Develops and implements relevant policies and procedures to include the Service Excellence Policy towards achievement of the Branch's objectives;
- Liaises with the Public Sector Modernization Division 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.
- Provides leadership in conducting customer service audits with the Ministry
- Meets customer service objectives by integrating customer service information and recommendation to strategic plan 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, warning, and new techniques;
- Ensures robust Complaints Management System is in place to resolve customer complaints promptly;
- Reviews, evaluates and re-designs customer service business processes; establishes and communicates 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 service customer service strategies and specific objectives;
- Facilitates customer service financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions;
- Facilitates employees' training and development in Customer Service across the Ministry;
- Reviews and documents business processes aligned to the key services of the Ministry
- Facilitates the implementation of the Customer Service Improvement Plan;
- Establishes adequate issues/complaints mechanisms and other stakeholder feedback mechanisms in the Ministry, its agencies/departments and general public;
- Develops and monitors the Customer Service Results Based Management System
- Develops and monitors the Complaints Management System;
- Leads the Intra-Ministerial Customer Service Monitoring and Evaluation Team;
- Leads the development, implementation and maintenance of the Citizens' Charter;
- Supports the certification of MNS in ISO27001
- Ascertains customer service needs by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analyzing 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;
- Collaborates with the Public Affairs and Communications Branch in the conducting of relevant campaigns, expositions to increase awareness and promotion of the goods and services of the Ministry
- Establishes quality customer service principles, standards and measurements;
- Promotes and manages alliances within the Ministry and across the public, private and community sectors;
- Liaises with stakeholders on key issues and provides expert and influential advice;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures that the Ministry's systems, processes, policies and programmes respond to customer needs;

**MINIMUM QUALIFICATION AND EXPERIENCE:**

- Bachelor's Degree. in Management Studies, Business Administration /Public Administration or a related discipline;
- Advanced Training in Customer Services;
- At least three (3) years' experience in Customer Service at the supervisory level;
- Experience with call centres and help desk environments;
- Knowledge of ISO and Quality Management Systems;
- Knowledge of research methods and data analysis;
- Knowledge of GOJ's Customer Service Policy Papers;
- Knowledge of GOJ's Policies and Procedures,

**SPECIFIC KNOWLEDGE & SKILLS:**

- Customer Care and Relations;
- Business process re-engineering;
- Research methods and data analysis;
- Developing standards;
- Proficiency in the use of relevant computer applications.
- Excellent planning and organizing skills
- Knowledge of the Ministry of National Security's Citizens Charter.

Interested persons should forward their applications and résumés **NO LATER THAN WEDNESDAY, MAY 29, 2024** to the: -

Director, Human Resource Management and Administration  
 Human Resource Management and Administration Branch  
 Ministry of National Security  
 4<sup>th</sup> Floor NCB North Tower  
 2 Oxford Road  
 Kingston 5  
 Email: [jobopp@mns.gov.jm](mailto:jobopp@mns.gov.jm)

Subject: **DIRECTOR, CUSTOMER SERVICE (GMG/SEG 3)**

We thank all applicants for their interest in this career opportunity. However, please note, only short-listed candidates will be contacted.