



Ministry of National Security

CAREER OPPORTUNITY

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

MANAGER, CUSTOMER SERVICE MONITORING AND EVALUATION (GMG/SEG 2) - VACANT **COPORATE SERVICES DIRECTORATE- CUSTOMER SERVICE BRANCH**

SALARY SCALE: \$4,266,270.00 - \$5,737,658.00 PER ANNUM

JOB PURPOSE:

The incumbent under the direction of the Director, Customer Service, is responsible for the coordination and implementation of the Ministry's Customer Service Monitoring and Evaluation Programme. Primarily, the Manger will be responsible for coordinating and facilitating the value chain elements of Service & Operational Planning, Service Awareness, Service Delivery Operations as well as general Customer Service Satisfaction.

KEY RESPONSIBILITIES:

- Participates in the development of the Branch's Annual Operational Plan to be incorporated within the Division's Operational Plan.
- Participates in the development of the Branch's Annual Budget and manages expenditure within budget ceilings;
- Participates in the development of the Branch's Monthly, Quarterly, Half-Yearly and Annual Reports for relevant internal and external stakeholders of the Ministry;
- Liaises with relevant entities involved in the planning, development and implementation of Customer Service initiatives;
- Participates in quarterly meetings of the Intra-Ministerial Customer Service Team and prepare relevant minutes and reports.
- Develops and implements the Customer Service Evaluation Programme
- Monitors and evaluates overall progress on achievement of results based management
- Collects data, analyses and report on feedback from the Ministry's Mystery Shopper Programme;
- Conducts evaluation of the Customer Service Training/Sensitization Sessions in collaboration with the Human Resource Development Unit;
- Creates and utilizes a mix of feedback strategies to collect data on divisional services;
- Conducts evaluation of the quality of products and service offerings of the Ministry, its portfolio Agencies and Departments;
- Evaluates internal Help Desk Services of Ministry
- Develops and executes internal and external Customer Service Surveys to determine customer satisfaction;
- Analyzes and reports on findings on a regular basis;
- Recommends strategies to the Director, Customer Service for improving efficiency and effectiveness by identifying bottlenecks to minimize or eliminate such bottlenecks;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Prepares and submits Research Papers on Customer Service Programmes.

MINIMUM QUALIFICATION AND EXPERIENCE:

- Bachelor's Degree preferably in Business Administration, Economics or related field;
- At least two (2) years of experience in the design and implementation of M&E/MIS projects implemented by Government;
- At least two (2) years managerial experience
- Experience in designing tools and strategies for data collection, analysis and production of reports;
- Proven ICT skills, especially in the development of MIS software using database software;

- Expertise in analysing data using statistical software;
- Experience in conducting research and analysing information;
- Strong facilitation skills.

SPECIFIC KNOWLEDGE & SKILLS:

- Research Methods
- Use of Statistical Software
- Data Analysis
- Database Software Development
- Knowledge of the Ministry's Policies & Procedures
- Knowledge of GOJ Customer Service Policies & Procedures

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
4th Floor NCB North Tower
2 Oxford Road
Kingston 5
Email: jobopp@mns.gov.jm

Subject: **MANAGER, CUSTOMER SERVICE MONITORING AND EVALUATION (GMG/SEG 2)**

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