

Accountant General's Department



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Job Description & Specification

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2025



Improving non-stop

CUSTOMER
RELATIONS
SUPERVISOR

21 Dominica Drive, Kingston, Jamaica

JOB DESCRIPTION & SPECIFICATION

Job Title: Customer Relations Supervisor

Post Number: 78131

Job Level: GMG/SEG 1

Department: The Accountant General's Department – A Department of the Ministry of Finance and the Public Service

Reports to: Director, Customer Relations

Direct Report(s): Customer Relations Officer (x4)

1. STRATEGIC OBJECTIVES

The Communications and Customer Service Unit ensures that the information and related needs of the Treasury's customers and other stakeholders are met or exceeded; coordinates and manages relationships with AGD's customers and other stakeholders. The Unit maintains a consistent interface between the Treasury and stakeholders for both policy and operations. Stakeholders include the Auditor General's Department, Ministries, Departments and Agencies (MDAs), the Ministry of Finance & Public Service, Financial Institutions, pensioners, and public sector workers. The unit builds and maintains a positive image and public consciousness of the AGD; elevates customer service consciousness in the Department's organization culture, develops, establishes and monitors customer service standards.

2. JOB PURPOSE

Reporting to the Director, Customer Relations, the Customer Relations Supervisor ensures that the AGD meets or exceeds the information and related needs of the Treasury's customers while providing quality customer service to all internal and external customers.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To provide relevant, accurate and timely information to customers in accordance with the access to Information Act
- To provide quality customer service to the Treasury's internal and external customers

- To elevate and maintain service consciousness in the Department's organizational culture
- To develop, establish, and monitor service standards
- To obtain, analyse and address Customer feedback to ensure the AGD maintains responsiveness to customer and stakeholder needs

3. KEY OUTPUTS

- Accurate and timely information provided to customers
- Quality service provided to internal and external customers
- Information on the AGD's web based Customer Service database is current and accurate i.e. information related to the services of the Treasury, the relevant policies and procedures, and public information produced by the Treasury
- Trained, knowledgeable and competent Customer Service staff
- Annual Customer Service Training programme developed and implemented for Customer Service and other AGD staff
- Customer Service Charter developed/updated and implemented
- Contact Centre in operation
- Specific, detailed and prompt response to all enquiries and/or complaints
- All issues/and or complaints satisfactorily and promptly resolved
- Pensioners' and other customers' information and status accurate and current in the AGD's database
- Customer feedback obtained, analysed and the necessary action taken, or recommendations made to Director for resolution
- Required reports
- Performance Appraisal Reports

4. KEY RESPONSIBILITIES

Technical:

- Monitors and co-ordinates the operations of the Information/Customer Service Desk(s) and Contact/Call Center
- Provides relevant information to the Public Relations Officer for public education
- Conducts informative sessions on the operation of the Department and on pension related and other matters, as required by the Public Relations Officer;
- Participates in the development/update, implementation and monitoring of a Customer Service Charter;
- Maintains effective procedures for the investigation of complaints from customers, in accordance with the Customer Service Charter;
- Reviews and/or responds to enquiries or complaints or assigns to staff as necessary;
- Responds to letters or other provided documented information that may be required by customers;

- Acknowledges receipt of all enquiries/complaints in keeping with the Customer Service Charter;
- Follows up with corrective action as soon as is practical and informs the customer of the outcome;
- Investigates and deals with emergency cases;
- Visits pensioners to verify their status, in order to maintain accurate and consistent payment, as may be necessary from time to time;
- Participates in the development and implementation of a comprehensive training programme for staff as it relates to customer service in collaboration with the Training and Development Manager (to include use of web based customer service database, the Treasury and it's services, relevant statutes and regulations such as, but not limited to Access to Information, Pensions Acts, FAA Act, etc.)
- Reviews on a continuous basis the Customer Service operations with a view to improve Customer Service and relations, including conducting customer feedback surveys, analyzing results and recommending relevant action;
- Prepares monthly and quarterly reports along with any other reports or information that may be required with respect to Customer Service

Strategic Leadership

- Implements and enforces policies and procedures of the organization by way of systems that will improve the overall operation and effectiveness of the unit and the AGD;
- Conducts research and recommends changes to policies, procedures and systems to enhance the functioning of the unit and department;
- Establishes and implements systems for reporting of work done against stated and agreed work plans
- Assists with the establishment of internal control processes required to manage and grow the Division
- Meets or exceeds performance targets
- Deputizes for the Director Communications and Customer Service as and when required

Human Resource Management

- Plans, organizes and directs the work of staff by overseeing the development of performance targets for staff based on the Unit Plan;
- Ensures that staff have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action
- Participates in the recruitment of staff
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource Policies and Procedures

- Identifies skills gaps and collaborates with the Training and Development Manager to develop and implement Staff Development and Succession Plans for the unit to ensure adequate staff capacity
- Monitors job specific and environmental factors, implements and promotes health and safety policies; and mitigates and minimizes workplace hazards
- Monitors the performance of staff and ensures effective and objective staff performance management, through timely and accurate completion of the staff appraisal process, including periodic reviews
- Ensures that welfare issues of unit staff are clearly identified and addressed

Any Other Duties

- Any other duty that may be assigned from time to time.

5. KEY PERFORMANCE INDICATORS

- Accurate and timely information provided to customers in accordance with the Access to Information Act
- AGD Customer Service Charter developed, established, and monitored consistently
- Contact Center in operation in accordance with the AGD's Customer Service Charter
- Quality service provided to customers in accordance with Customer Service Charter as per results of customer service survey
- There is a consistent interface between the AGD and stakeholders compliant with the AGD's Customer Service Charter, Access to Information Act and other relevant statutory and legislative requirements
- Trained, knowledgeable and competent Customer Service staff as per performance appraisals
- Customer feedback surveys conducted annually and as necessary and reports submitted within stipulated timelines
- Key deliverables are produced within the agreed timeframe and to required standards
- Established targets for the unit are met
- Required reports submitted within stipulated timelines and to required standards
- Performance Appraisal reports completed within stipulated timelines

2. JOB SPECIFICATION:

a. Qualification and Training

Essential:

- A Bachelor's Degree in Public Administration or Management Studies from a recognized tertiary institution, OR equivalent

b. Essential Experience and Knowledge:

- At least five (5) years' experience in customer service or related field, with at least two (2) of those at a supervisory level

Desirable:

- Experience working with web based Customer Service database
- Working knowledge of Government Accounting
- Knowledge of the Finance Administration and Audit Act (FAA Act), the Pensions Acts, Regulations, Access to Information Act and other relevant statutes and regulations governing the activities of a Treasury
- Knowledge of public Treasury operations
- Working knowledge of banking operations

c. Competencies

The incumbent is a senior public servant who represents the Government at all times, and is expected to lead a team of professionals in realizing the goals and objectives of the Department, in a highly dynamic environment. The following competencies are required for the effective performance of this job.

- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, to build long term internal and external relationships, and gain support to achieve desired objectives
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Managing the Customer Interface :** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one- on- ones face- to- face, with excellent public speaking skills
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance;
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns

- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long term goals
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility
- Ability to work effectively under pressure

3. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical Demands - Pressured working conditions with numerous critical deadlines.

Work Environment - Normal office conditions

Data Protection

Officers are required to comply with the Data Protection Act and the AGD's Data Protection Policies.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Name of Employee

Signature of Employee

Date

Name of Supervisor

Signature of Supervisor

Date