

## **JOB DESCRIPTION**

<b>Job Title:</b>	Customer Relations Officer
<b>Job Level:</b>	GMG/AM 3
<b>Department:</b>	The Accountant General's Department – A Department of the Ministry of Finance and the Public Service
<b>Reports to:</b>	The Customer Relations Supervisor
<b>Direct Report(s):</b>	N/A

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### **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; coordinating and managing 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 and Public Service, Financial Institutions, pensioners, and public sector workers. The unit builds and maintains an image and public consciousness of the AGD, elevates customer service consciousness in the Department's organization culture, and develops, establishes and monitors customer service standards.

### **2. JOB PURPOSE**

Reporting to the Customer Relations Supervisor, the Customer Relations Officer liaises with the AGD's customers to facilitate their information and related needs. The incumbent serves internal and external customers by providing relevant information, addressing queries, and resolving related complaints and issues, while providing quality service.

**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 customers' needs;
- To provide quality customer service to the Treasury's customers in accordance with the AGD's Customer Service Charter;
- To provide Customer feedback to Supervisor to assist in maintaining responsiveness to customer needs.

### **3. KEY OUTPUTS**

- Accurate and timely information provided to customers;
- Quality service provided to internal and external customers;
- Reliable source of current and accurate Treasury information i.e. information related to the services of the Treasury, the relevant policies and procedures, and public information produced by the Treasury;
- Customer Service Charter implemented;
- Contact Centre effectively operated;
- Specific, detailed and prompt responses to all customer enquiries and/or complaints provided;
- All customers' issues/and or complaints satisfactorily and promptly resolved, or escalated for resolution;
- Required reports;
- Customer feedback submitted to Supervisor.

### **4. KEY RESPONSIBILITIES**

#### **Technical:**

- Provides accurate and timely information to customers via the Contact Centre, or Customer Service Desk, in accordance with the AGD's Customer Service Charter;
- Greets, receives, and serves customers at the Customer Service Desk(s) in accordance with the Customer Service Charter;
- Receives calls made to the AGD's Contact/Call Centre, ascertains nature of call, and responds to enquiries or complaints, or transfer to relevant staff as necessary, in accordance with the Customer Service Charter;
- Investigates, researches and gathers information, and resolves issues or complaints, or escalates to supervisor as necessary, in accordance with the Customer Service Charter;
- Logs and tracks all customer complaints and status on the database;
- Prepares daily and weekly reports along with any other reports or information that may be required with respect to Customer Service including customer feedback;
- Meets or exceeds performance targets;
- Deputizes for the Customer Relations Supervisor as and when required.

#### **Any Other Duties**

- Any other related 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;
- Quality service provided to customers in compliance with Customer Service Charter as per results of customer service survey;
- Customer feedback reports submitted;
- Established targets met;
- Required reports submitted within stipulated timelines and to required standards.

## **2. JOB SPECIFICATIONS:**

### **a. Qualification and Training**

Essential:

- Associate Degree in Public Administration or Management Studies from a recognized tertiary institution, OR equivalent

### **b. Essential Experience and Knowledge:**

- At least three (3) years of experience in customer service or related field,

Desirable:

- Experience working with web based Customer Service database;
- Working knowledge of Government Accounting;
- Knowledge of the Financial Administration and Audit Act (FAA Act), the Pensions Acts, Regulations, 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 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.
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **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.