

JOB DESCRIPTION

Job Title:	Customer Relations Officer
Job Level:	GMG/AM 3
Department:	The Accountant General's Department – A Department of the Ministry of Finance and the Public Service
Reports to:	Customer Relations Supervisor x 2
Direct Report(s):	N/A

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 Service Officer represents the Accountant General's Department to customers and stakeholders by responding to their needs. The incumbent provides service across multiple touchpoints to include face to face, telephone, email, social media, live chat and correspondence. The incumbent will liaise with internal units to respond to inquiries, find appropriate solutions, resolve complaints with a commitment to maintaining high customer satisfaction.

KEY OUTPUTS

- Information provided to customers.
- Customer Service Databases and logs updated.

- Customer queries resolved.
- Security validations documented.
- Daily, monthly and quarterly reports prepared.
- Correspondence prepared.
- Customer surveys disseminated.
- Research findings documented.

KEY RESPONSIBILITIES

Customer Experience Management

- Engages with customers and stakeholders through various channels to include face to face, telephone, WhatsApp, Live Chat, email and social media to provide information and advice.
- Identifies and assesses customers' needs to achieve satisfaction.
- Collaborates with other units to provide solutions for customers and stakeholders.
- Drafts responses to routine correspondence for relevant signature.
- Provide accurate and relevant information to customers and stakeholders in compliance with standards.
- Manages large number of incoming queries and outgoing responses.
- Assists to promote awareness of the organization's initiatives, protocols and standards.
- Conducts research and collates information to resolve queries
- Conducts follow-up activities until the customers' and stakeholders' needs have been resolved.
- Maintains customer records by logging correspondences and updating account information on the customer service databases.
- Contact customers to notify of suspended accounts and/ or inaccurate submission of documents.
- Prepares reports on all customer service interactions.
- Assists customers to complete required forms and documents.
- Conducts pensioner based on the organization's protocols

Complaint Management:

- Identifies and de-escalate situations involving dissatisfied customers and notify supervisors when necessary.
- Escalate customer complaints to supervisor as per guidelines.
- Resolve service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution.

Quality Management

- Disseminates customer service surveys to assess satisfaction levels.
- Participates in the development of procedures, standards and charters for the customer service portfolio.
- Keeps up to date on initiatives, procedures and policies to ensure accuracy of information disseminated.
- Maintains confidentiality of customers' information.
- Conducts the required security validation of customers and stakeholders as necessary to verify identity.

Any Other Duties

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

KEY PERFORMANCE INDICATORS

- Customer Service Databases and logs accurately and timely updated according to the organization's standards.
- Customer queries accurately addressed according procedures, policies and performance indicators.
- Security validations accurately executed and documented according to standards.
- Daily, monthly and quarterly reports accurately prepared and within stipulated timelines to inform decision making.
- Correspondence accurately and timely prepared and disseminated according to standards.
- Customer surveys disseminated according to organization's standards and the required satisfaction percentage achieved.
- Research findings accurately documented and evidence based.

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,

c. Competencies

The following competencies are required for the effective performance of this job:

Core Competencies

- Oral and Written Communication Skills
- Problem Solving and Analytical Skills
- Customer Focus Skills
- Results Focus
- Integrity

Technical Competencies

- Knowledge of Customer Service Principles and Standards
- Knowledge of Legislations, Policies and Procedures

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical Demands

- Maybe required to travel locally and pressured working conditions with numerous critical deadlines.
- May be required to work beyond normal working hours and on weekends

Work Environment - Normal office conditions