



MINISTRY OF LABOUR AND SOCIAL SECURITY

CAREER OPPORTUNITIES

The Ministry of Labour and Social Security invites applications from suitably qualified professionals to fill the following position:-

DIRECTOR, CUSTOMER SERVICE (GMG/SEG 3)

JOB PURPOSE

Under the direction of the Principal Director, Corporate Services, the Director, Customer Service (GMG/SEG 3) is responsible for coordination, leadership and management of the Customer Service portfolio of the MDA, and oversight for the any Portfolio Agency. Specifically, the Director is responsible for the development, monitoring and implementation of the portfolio policies, programmes, projects, standards and related activities, for driving the modernization of the Customer Service Programme across the Ministry and its portfolio agencies.

The incumbent maintains linkages with the ISO Division at the relevant Ministry and other key stakeholders (such as the Corporate Planner) in support of ISO Certification on Quality Management Systems and improved service delivery across the MDA and its portfolio agencies, in accordance with the Government of Jamaica Public Sector Modernization Vision & Strategy as well as the entity's Citizens' Charter.

KEY OUTPUTS

- Customer Service Improvement Plan implemented and monitored
- Customer Service Strategies, Programmes, Draft Policies developed and implemented
- ISO (9001:2015) Certification of the Ministry of Labour and Social Security and its agencies' supported
- Service delivery monitored
- Citizens' Charter implemented and monitored
- Mystery Shopper Programme designed and developed
- Customer Service Training Programmes designed and developed
- Complaints Management System developed
- Intra-Ministerial Customer Service Team Meetings conducted
- Business Processes re-engineered
- Reports prepared and submitted
- Budget prepared and expenditure monitored
- Work plans developed and submitted
- Staff evaluated and monitored

KEY PERFORMANCE STANDARDS

- Customer Service Strategies and Initiatives submitted within stipulated timeline
- Customer Service Draft policies submitted within agreed timeline
- Customer Service Improvement Implementation Plan submitted within agreed timeline
- Progress Report on Customer Service Balanced Scorecard submitted within agreed timeline
- Reports and Minutes of the Intra-Ministerial Customer Service Team submitted within stipulated timeline
- Progress Reports on the Quality Management Systems submitted within agreed timeline
- Mystery Shopper Framework submitted within agreed timeline
- Progress Report on the Implementation of Ministry of Labour and Social Security's Citizens' Charter submitted within stipulated timeline
- Satisfaction Reports on Service Delivery submitted within stipulated timeline
- Branch's Operational Plan submitted within stipulated timeline
- Branch's Budget & Procurement Plan submitted within stipulated timeline
- Monthly, Quarterly, Half-Yearly and Annual Customer Service Reports submitted within stipulated timeline
- Progress Reports on customer complaints submitted within stipulated timeline
- Reports on Re-engineered Business Processes submitted within stipulated timeline

KEY RESPONSIBILITIES

Management/Administrative Responsibilities

- Develops the Division's Annual Operational Plans to be incorporated within the Directorate's Operational Plan.
- Develops the Division's Annual Budget and manages expenditure within budget ceilings
- Develops and submits the Division's Monthly, Quarterly, Half-Yearly and Annual Reports for relevant internal and external stakeholders of the Ministry
- Develops and implements relevant policies and procedures towards achievement of the Unit's objectives
- Represents the Division at meetings, seminars, workshops, conferences and other fora.
- Liaises with the Cabinet Office 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

Human Resource Management Responsibilities

- Coordinates and monitors the work of the Branch.
- Monitors and evaluates the performance of direct reports, prepares performance appraisal and recommend and/or attaining established personal and/or organizational goals
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching
- Participates in the recruitment of staff for the Unit and recommends transfer, promotion, termination and leave in accordance with established human resource policies and procedures
- Ensures the welfare and development needs of staff in the division are clearly identified and addressed
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals.
- Allocates and schedules work; allocates monthly mileage to travelling officers
- Maintains, monitors and submits Attendance Reports for all relevant members of staff

Technical/Professional Responsibilities

- Meets customer service objectives by integrating customer service information and recommendations to strategic plans 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, warnings, and new techniques;
- Ensures robust Complaints Management System is in place to resolve customer complaints promptly
- Improves customer service quality results by reviewing, evaluating, and re-designing business processes; establishing and communicating 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 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.
- Periodically facilitates employees' training and development in Customer Service across the ministry
- Reviews and documents business processes aligned to the key services of the Ministry and its portfolio agencies and departments.
- Develops, implements the Customer Service Improvement Plan
- Develops and monitors the Customer Service Balanced Scorecard
- Develops and monitors the Complaints Management System
- Leads the Intra-Ministerial Customer Service Monitoring & Evaluation Team
- Leads the development and implementation and maintenance of the Citizens' Charter
- Supports the certification of the Ministry of Labour and Social Security in ISO 9001:2015
- Determines customer service requirements 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.
- In collaboration with the Director, Corporate Communication & Public Relations, conduct relevant campaigns, expositions to increased awareness and promotion of the goods and services of the ministry and its agencies/departments.

Other Responsibilities

- Performs other related duties that may be assigned from time to time.

REQUIRED COMPETENCIES

Core Competencies

- Oral communication Skills
- Written Communication Skills
- People Management Skills
- Interpersonal Skills
- Customer & Quality Focus
- Planning & Organizing
- Problem Solving & Decision making
- Managing the client interface

Technical Competencies

- Customer Care & Relations
- Business Process Re-engineering
- Research Methods & Data Analysis
- Developing Standards
- Knowledge of the Ministry's Policies & Procedures
- Knowledge of the Ministry's Citizens' Charter
- Knowledge of GOJ's Customer Service Policy Papers

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Business Administration or Management or related field
- At least three (3) years' experience in Customer Service at a supervisory level.
- Experience with call centres and help desk environments
- Knowledge of ISO on Quality Management Systems
- Knowledge of research methods and analyzing data
- Knowledge of GOJ's Customer Service Policy Papers
- Knowledge of GOJ's Policies & Procedures

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Typical office conditions
- Working extended hours
- Some amount of travelling

AUTHORITY

- Approves expenditure
- Authorizes leave
- Authorizes travelling claims
- Recommends transfer and or redeployment of staff
- Certifies overtime and subsistence claims

Applications accompanied by resumes should be submitted no later than **Friday, March 13, 2026** to resume@mlss.gov.jm, attention:-

**Senior Director Human Resource Management and Development
Ministry of Labour & Social Security
14 National Heroes Circle
Kingston 4
Email:**

Please note that only shortlisted persons will be contacted.