MINISTRY OF FINANCE AND THE PUBLIC SERVICE

JOB SPECIFICATION & DESCRIPTION

POST NUMBER: 73309 JOB TITLE: Customer Service Monitoring and Evaluation Officer JOB GRADE: GMG/AM 3 DIVISION: Corporate Planning and Administration Branch :   Customer Service

SUPERVISION RECEIVED FROM: Manager, Customer Service Monitoring and Evaluation
NATURE OF SUPERVISION: Periodic Supervision based on broad procedures (Weekly or Monthly Reviews)
 	
SUPERVISION GIVEN TO:
   (a) DIRECTLY: N/A
 	
   (b) INDIRECTLY: N/A

1. JOB PURPOSE (one line reason for job existing)

- Under the direction of the Manager, Customer Service Monitoring and Evaluation, the Customer Service Monitoring and Evaluation Officer is responsible for providing support and assistance in the collection and analysis of data and the preparation of relevant reports for monitoring and evaluation of the Customer Service Programme.

2. STRATEGIC OBJECTIVES (statements of intent of what the post seeks to achieve)

- To execute the Ministry's Customer Service Improvement Plan in keeping with the mandate from the Office of the Cabinet (OoC);

- To lead in the institutionalizing of service excellence as dictated by the National Customer Service Policy ;

- To strive to ensure accountability, transparency and attention to the core values of the Ministry ;

- To work closely with all stakeholders in delivery of the Branch's mandate;

- To manage the portfolio in the achievement of the strategic objectives.

3. KEY OUTPUTS (results, deliverables)

- Monitoring and Evaluation data collected;
- Monitoring and Evaluation data analyzed ;
- M& E database updated;
- M&E reports collated;
- Survey tools distributed;

4. FINAL OUTPUT (final results corresponding to job purpose)

- The provision of service excellence.

5. PERFORMANCE INDICATORS/STANDARDS (how success will be measured)

- Data collection instruments submitted within agreed timeframe
- Data collection instruments administered within agreed timeframe
- Data summary submitted (from database) within agreed timeframe
- Checklists submitted on M&E Reports collated within agreed timeframe;
- Distribution lists submitted for surveys within agreed timeframe

6. JOB DUTIES & RESPONSIBILITIES (grouped under strategic objectives in Sec.2)

TECHNICAL/PROFESSIONAL RESPONSIBILITIES

- Assists the Manager Customer Service M&E to collect data, analyze and report on feedback from the MOFP&S Mystery Shopper Programme;
- Assists the Manager Customer Service M&E with the evaluation of the Customer Service Training /Sensitization Sessions, in collaboration with the Human Resource Development Unit;

- Assists the Manager Customer Service M&E with evaluation of the quality of products and services offerings of the Ministry and its portfolio agencies and departments;
- Assists with the deployment and collection of internal and external customer service surveys to determine customer satisfaction;
- Assists with the analysis of the data;
- Updates the Customer Service M&E database with relevant data as new information becomes available;
- Supports the Manager Customer Service M&E with printing, binding and distribution of relevant tools to assist with collection of data ;
- Provides support to the Manager Customer Service M&E with the development and execution of relevant customer service research;
- Assists with the coordinating of focus group meetings, gathering and other sessions to garner feedback from relevant customers;
- Performs other related duties that may be assigned from time to time.

CUSTOMER SERVICE RESPONSIBILITIES

- Maintains customer service principles, standards and measurements;

- Identifies and incorporates the interests and needs of customers in business process design;

- Ensures critical success factors are identified and meet expectations;

- Prepares quarterly and /or annually Customer Service reports;

7. AUTHORITY (decisions you have the power to make or recommend)

N/A

8. RESOURCES MANAGED / PROCUREMENT BUDGET(budget, purchases, other assets)

N/A

9. CONTACTS (Liaises with)

Contact	Purpose
Director, Customer Service, Manager Customer Service M&E	To seek/offer advice To discuss issues in relation to strategic customer services Escalate major customer service issues/complaints
DFS /Divisional Heads/ members of CSIT/Assignees	To discuss customer services issues Escalate major customer services issues/complaints
General Staff	To provide/ obtain information To conduct coaching sessions

External

Contact	Purpose
General Public	To request and disseminate information pertaining to issues/enquiries and complaints
MDAs Non-Government Bodies	To request and disseminate information pertaining to issues/ enquiries and complaints

10. MINIMUM REQUIREMENTS TO START

QUALIFCATIONS & EXPERIENCE

- Diploma in Management Studies/Public Administration or related subject
- At least two (2) years related work experience in supporting data collection and analysis and /or work in a research environment
- Familiarity in the use of databases
- Familiarity with statistical tools is an asset

REQUIRED COMPETENCIES

CORE COMPETENCIES

- Excellent communication (oral and written and including listening) skills
- Excellent teamwork and cooperation skills
- Initiative
- Excellent customer and quality focus skills
- Managing the client interface
- Methodical

- Integrity

TECHNICAL COMPETENCIES

- Data entry skills
- Report writing skills
- Proficiency in relevant software applications
- Knowledge of the Ministry's policies and procedures
- Knowledge of GOJ Customers Service Policies and Procedures

11. SPECIAL CONDITIONS OF THE JOB (disagreeable work environment etc.)

- Work will be conducted in an office outfitted with standard office equipment and specialized software
- Meeting tight deadlines which will result in high degrees of pressure

_____   _____

Employee   Date

Name of Supervisor _____   Job Title of Supervisor_____

Signature of Supervisor_____ Date_____

12. VALIDATION

The Head of the Division's agreement as signified below has validated this document:

Name of Head _____   Job Title of Head_____

Signature of Head_____ Date_____