



Office of the Services Commissions

(Central Government)
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CIRCULAR No. 132 **OSC Ref. C. 5166⁹**

3rd July, 2026

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the **vacant post of Customer Care Officer (GMG/AM 3) in the Corporate and Special Services Division, Office of the Services Commissions (OSC)**, salary: \$2,190,302 per annum.

Job Purpose

Under the supervision of the Manager, Customer Service, the Customer Care Officer supports the Office's Customer Service and Outreach Programmes in line with the Government of Jamaica's Public Sector Modernization goals and the Office's Citizens Charter.

To improve service delivery and customer satisfaction, the Officer will help with customer service and stakeholder engagement by managing communication channels, coordinating interactions with customers, keeping an eye on service standards, getting customer feedback and helping with administrative tasks. The incumbent will also support client-facing operations, maintain contact with internal and external stakeholders, develop customer service reports and aid with service awareness and engagement activities to increase organizational responsiveness and customer satisfaction.

Key Responsibilities

Technical/Professional:

- Assists with the implementation of Customer Service initiatives, outreach activities, surveys, Sensitization Sessions and service improvement programmes, by providing administrative, logistical and co-ordination support;
- Maintains and organizes Customer Service records, inquiries, complaints, feedback, reports and tracking systems, to support monitoring, reporting, analysis and timely follow-up of customer service activities;
- Conducts follow-up with Units, customers and stakeholders, regarding unresolved complaints, pending responses, survey participation, submissions and service-related matters within established timelines;
- Keeps customer service databases, records, mailing lists, complaint logs, communication records, filing systems and customer service documentation updated, accurate, and organized;
- Prepares Monthly, Quarterly and Ad-Hoc Reports on customer service activities, complaints, feedback trends, service monitoring exercises and operational statistics, for management review;
- Serves as liaison between OSC's Units and customers;
- Escalates complex issues and complaints to the Customer Service Manager, in keeping with established standard;
- Recommends new systems or working practices to improve customer service efficiency;
- Assists with the management of customer-focused digital communication channels and supports online customer engagement and public awareness activities aimed at enhancing service accessibility and responsiveness;
- Participates in Quarterly Meetings of the Internal Customer Service Team and prepares relevant reports;
- Provides support for the implementation of the Mystery Shopper Programme;
- Maintains Customer Service principles, standards and measurements;
- Ensures critical success factors are identified and meet expectations;
- Prepares Quarterly and/or Annual Customer Service Reports, in accordance with established standards;
- Assists with the development and dissemination of customer service communication materials, notices, newsletters, publications and awareness content;
- Assists with monitoring compliance with the Citizens' Charter, Customer Service standards, and established service delivery timelines;

- Identifies customer service trends, recurring complaints and service gaps, and reports findings to management for corrective action;
- Maintains confidentiality, professionalism and integrity in handling customer information and organizational records;
- Provides administrative and operational support for customer service meetings, workshops, Sensitization Sessions and outreach activities;
- Monitors customer inquiries, comments and engagement across digital communication channels and prepares relevant feedback and engagement reports;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Excellent interpersonal skills
- Excellent customer and quality focus skills
- Good planning and organizing skills
- Good problem-solving skills
- Sound integrity

Functional:

- Ability to manage difficult customer interactions tactfully and professionally
- Knowledge of Help Desk Management
- Ability to communicate effectively with internal and external stakeholders
- Knowledge of research methods and data analysis
- Ability to collect, compile, analyze and present Customer Service Data and statistics
- Knowledge of digital communication platforms and Social Media engagement practices
- Ability to administer customer satisfaction surveys and feedback mechanisms
- Proficiency in Microsoft Office Suite and customer service-related digital tools

Minimum Required Qualification and Experience

- Associate Degree/Diploma in Management Studies, Business Administration/Public Administration or a related discipline;
- Two (2) years' experience in Customer Service;
- Experience in conducting research and analysing information.

Special Condition Associated with the job

- The environment is fast paced with ongoing interactions with critical stakeholders.

Applications, accompanied by Résumés, should be submitted **no later than Tuesday, 14th July, 2026, to:**

**Director, Human Resource Management and Development
Office of the Services Commissions (Central Government)
30 National Heroes Circle
Kingston 4**

Email: hrm@osc.gov.jm

Please note that only shortlisted applicants will be contacted.

Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.



**M. Greene (Mrs.)
for Chief Personnel Officer (acting)**