



**MINISTRY OF TOURISM  
JOB DESCRIPTION AND SPECIFICATION**

<b>JOB TITLE:</b>	Customer Service Officer – Front Desk
<b>JOB GRADE:</b>	GMG/AM 2
<b>POST NUMBER</b>	527
<b>DIVISION:</b>	Corporate Services
<b>BRANCH</b>	Administration and Asset Management
<b>REPORTS TO:</b>	Director, Administration and Asset Management
<b>MANAGES:</b>	N/A

This document is validated as an accurate and true description of the job as signified below

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Head of Department/Division

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date received in Human Resource Division  
Created/revised

\_\_\_\_\_  
Date

## 1. STRATEGIC OBJECTIVES OF THE ENTITY/DEPT/DIVISION *(in which the position is located)*:

TBD

## 2. JOB PURPOSE

Under the general direction of the Director, Administration and Asset Management, the Customer Service Officer manages the operations of the Front Office, operates the electronic equipment to provide an effective and efficient communications system both internally and externally. The incumbent is also responsible for ensuring customer service requests/enquires/issues/complaints are recorded accurately, actioned and processed in a timely manner.

## 3. KEY OUTPUTS

- Quality Customer Services delivered
- Customer enquires/issues/complaints registered/logged
- Customer enquires/issues/complaints resolved
- Complex Customer enquires/issues/complaints escalated
- Ministry's telephone systems managed
- Telephone log maintained
- Telephone calls placed, incoming calls screened and routed
- Reports produced
- Visitors received and assistance provided
- Correspondence/parcels received/logged/routed
- Courtesy and front office etiquette displayed
- Accurate information provided
- Advice and interpretation provided

## 4. KEY RESPONSIBILITY AREAS

### Technical/Professional Responsibilities

- Delivers quality customer service and displays a positive image of the Ministry of Tourism (MOT) in a professional and courteous manner;
- Registers/logs all customers' requests/issues, including compliments and complaints, ensuring accurate information is entered into related systems;
- Provides accurate information and resolve customer (internal and external) enquires/issues/complaints received via the MOT call centre, reception counter or mail in a professional and timely manner;
- Liaises, as required with staff members from other divisions of the MOT to gain information and to resolve customer issues and complaints;
- Receives and signs for letters, packages and documents delivered to the Front Desk.
- Sorts and records incoming mail and documents received in the Mail Register for internal distribution.
- Monitors and screens all incoming calls and directs them appropriately.
- Handles all outgoing calls, as requested by staff
- Reports telephone faults immediately and follows up on ensure resolution
- Makes announcement use the intercom system, when directed

- Responds to customer request(s) and queries or if necessary directs requests and queries to the relevant personnel
- Greets and screens visitors to determine purpose of visit.
- Records the name, time of arrival and departure of each visitor in a Register
- Notifies relevant Officer on whom the visitor is calling and takes action as instructed;
- Ensures that security passes, parking cards, etc are issued to visitors;
- Assists with maintaining the aesthetics of the lobby area
- Escalates complex issues and complaints to the Director, Administration and Asset Management and Corporate Communications team in keeping with established standards and protocols;
- Captures customer service statistics/metrics and prepares reports as directed by the Director, Administration and Asset Management;
- Provides relevant information on the Ministry's process and procedures and where appropriate directs customers to other relevant MDAs;
- Keep abreast of MOT's policies, programmes, activities and services to provide timely and appropriate information to customers;
- Advises Director, Administration and Asset Management of customer service trends and assists with proactive strategies to ensure best practice customer service initiatives;
- Promotes and displays the MOT's commitment as a Customer focused organisation with adherence to Customer Service standards;
- Assists in the capacity building initiatives of the Administration and Asset Management Branch;
- Adheres to Customer Service standards, principles, policies and protocols;
- Provides support, accurate and timely responses to requests for information both written and verbal;
- Monitors procedures to improve performance in administrative and workflow processes in conjunction with the Corporate Services team and system requirements;
- Provides back-up assistance and support to Corporate Services team on related initiatives, where requested;
- Continually seeks and explores improvements in systems and processes to achieve improvements in customer service.

### **Management/Administrative Responsibilities**

- Develops Individual Work Plans based on alignment to the Branch's Plan;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports documents as required;

### **Other Responsibilities**

- Performs all other related duties and functions as may be required from time to time.

## **5. PERFORMANCE STANDARDS**

- Quality Customer Services delivered in accordance with established procedures, agreed timeframes and friendly disposition;
- Customer enquires/issues/complaints registered/logged in keeping with agreed

- standards and timeframes;
- Customer enquires/issues/complaints resolved in keeping with customer service principles, practices and timeframes;
- Complex Customer enquires/issues/complaints escalated in accordance with agreed standards and timeframes;
- Ministry's telephony systems managed in accordance with established system standards and timeframes;
- Incoming calls answered within the agreed time frames
- Incoming and outgoing calls logged according to agreed/established standards
- Accurate information provided in conformity with agreed standards and timeframes;
- Technical advice and recommendations provided are sound and supported by qualitative/quantitative data;
- Individual work plans conform to established procedures and implemented accorded to establish rules;
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff

## 6. INTERNAL AND EXTERNAL CONTACTS

**Internal Contacts** (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Director, Corporate Services Director, Administration & Asset Management	<ul style="list-style-type: none"> <li>• Receive guidance</li> <li>• Receives guidance and Identify emerging issues/risks and their implications and propose solutions</li> <li>• Escalate complex customer issues/complaints</li> </ul>
Corporate Communication Branch	<ul style="list-style-type: none"> <li>• To receive and provide information</li> </ul>
Divisional/Unit Heads	<ul style="list-style-type: none"> <li>• To request and provide information</li> </ul>
General Staff	<ul style="list-style-type: none"> <li>• To receive and provide information</li> </ul>

**External Contacts** (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
General Public	<ul style="list-style-type: none"> <li>• To request and disseminate information pertaining to issues/enquires and complaints</li> </ul>
MDAs Non-Government Bodies	<ul style="list-style-type: none"> <li>• To request and disseminate information pertaining to issues/enquires and complaints</li> </ul>

## 7. AUTHORITY

- Dissemination of information in keeping with agreed standards;
- Recommends Customer Service Improvement initiatives.

## **8. REQUIRED COMPETENCIES**

### **Core**

- Excellent social, interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Strong customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Proficiency in the use of relevant computer applications

### **Technical**

- Sound knowledge of switchboard operation
- Strong customer service focus and commitment to providing quality customer service with demonstrated ability to relate to people from various backgrounds.
- Communication and interpersonal skills characterized by patience, clarity and empathy at a personal, written and telephone level
- Ability to use tact, diplomacy and negotiating skills when handling difficult customers to achieve a positive outcome.
- Ability to develop and maintain positive working relationships with staff from other divisions, agencies/departments and work in conjunction with them to ensure smooth operation of Customer Service function
- Good organisation and time management skills to organize own work
- Ability to maintain confidentiality at all times
- Ability to work in an area with changing and sometimes conflicting priorities
- Ability to maintain productive and efficient output in a busy work environment
- Good listening skills and the ability to work under pressure.
- Numeracy skills and attention to detail

## **9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE**

- Associate Degree in Management Studies, Hospitality & Tourism Management, Business Administration or a related discipline;
- Training in Receptionist/Telephone Operating / Customer Engagement.
- Two (2) years related experience.

### **OR**

- Certificate in Business Administration/ Customer Relations/ Telephone Operating
- Training in Telephone Technique/ Customer Service
- Two -Three (2-3) years related experience.

## **10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions. May be required to travel locally and internationally to attend conferences, seminars and meetings.