

Opening Date: 14 September 2023
Closing Date: 28 September 2023
Location: Tortola
Vacancy Notice No.: GG 27 of 2023
Job Classification: Grade 5
Ministry/Department/Unit: Deputy Governor's Office
Position Details: One year Probationary period
Established position
Employment Type: Full-time
Remuneration/Benefits: Salary range **\$21,287 - \$27,887 per annum**. Salary will be commensurate with qualifications and experience.

JOB VACANCY NOTICE

Customer Service Specialist

Government of the Virgin Islands



ROLE SUMMARY

The successful applicant will ensure that all customer service queries are recorded and answered efficiently and in a professional and timely manner.

MAIN RESPONSIBILITIES

1. Serve as the first point of contact and liaison of clients and the Customer Service Care Centre.
2. Monitor telephone, social media accounts, the Centre's established email account(s) and the SeeClickFix and Government Appointment Systems to accurately address customer questions and concerns.
3. Follow communication scripts when addressing various topics to ensure a consistent level of service.
4. Inform clients by explaining procedures, answering relevant questions and providing accurate information.
5. Answer, screen and transfer calls, emails, and messages appropriately; record queries and messages and distribute them to the appropriate functional area or officers to ensure timely and adequate flow of information.
6. Report to the relevant Ministerial Service Specialist on complex customer matters to ensure that they are resolved within an appropriate timeframe.
7. Input updated information into the SeeClickFix and Government Appointment Systems in order to record and monitor the progress of queries.
8. Follow up with departments, ministries and agencies to ensure that reported customer concerns and issues are addressed timely.
9. Attend meetings and training sessions to stay informed.
10. Perform any other related duties as required by Customer Service Manager in order to contribute to the effectiveness and efficiency of the Centre.

BEHAVIOURAL COMPETENCIES

1. Observes Centre's standards for own conduct
2. Manages own work effectively
3. Manages customer relationships
4. Communicates clearly and effectively
5. Contributes to the effective use of resources
6. Manages relationships with others in the team, including your Manager and Supervisor

WORKING CONDITIONS/ ENVIRONMENTAL FACTORS

- Normal office environment

MINIMUM QUALIFICATIONS AND EXPERIENCE

- High School Diploma or equivalent
- Certification/Diploma related to customer service or information management
- Three (3) years' working experience, with at least three (3) years' experience in a customer service environment
- Good knowledge of Government structure, policies, procedures and services
- Good knowledge of the structures, processes and services of essential statutory agencies
- Ability to maintain strict levels of confidentiality and demonstrate values and principles of integrity
- Sound oral and written communication skills
- Basic knowledge of the use of standard office equipment
- Basic knowledge of relevant computer software applications
- Good knowledge of general office procedures
- Good time management and organisational skills
- Expert customer relationship management and telephone etiquette skills
- Ability to work well under pressure
- Ability to deal with difficult customers in a calm and professional manner
- Good interpersonal skills and ability to work as a team player

HOW TO APPLY

All applications for employment to the Public Service, including applications for transfer under the Employee Mobility Programme must be submitted to the address provided below by the job closing date.

Agency:

Permanent Secretary
Deputy Governor's Office
Road Town, Tortola VG 1110

Applicants should submit the Employment Application (available at: www.bvi.gov.vg); a Résumé/Curriculum Vitae of their relevant experience and qualifications; with two personal reference letters; certified copies of identification, citizenship, and academic certifications/diplomas/licenses, along with a police certificate from your place of residency.

Applying through the Employee Mobility Programme: Applicants interested in transferring to the Public Service through the Employee Mobility Programme must submit the standard Employment Application (see above) along with the Employee Mobility Application (available at: www.bvi.gov.vg/services/emp). All sections of both forms must be thoroughly completed in order to

It is the policy of the Government of the Virgin Islands that appointments to the Public Service, and promotions within the Service, be based on the merit principle – without discrimination based on race, age (save as restricted by law), religion, political affiliation, sexual orientation, marital status, or family relationship.

British Virgin Islands

or by email: hrdbvi@gov.vg

prevent delays in processing applications. For more information about the Employee Mobility Programme, click www.bvi.gov.vg/services/emp.

Important Notice: Qualified candidates who are considered for potential employment with the Government of the Virgin Islands may be requested to provide further criminal history record information. Evidence of a criminal conviction or other relevant information obtained shall not automatically disqualify an individual from employment with the Government of the Virgin Islands.