

# REDEPLOYMENT OPPORTUNITY



## INTERNAL REDEPLOYMENT NOTICE

### Customer Service Care Specialist



Opening Date:	3 <sup>rd</sup> September, 2020
Closing Date:	17 <sup>th</sup> September, 2020
Location:	Pockwood Pond
Ministry/Department:	Ministry of Transportation, Works and Utilities
Job Classification:	Administrative
Assignment Duration:	Full time; <b>6 Months Assignment</b>

#### Are you seeking an opportunity to:

- ✓ temporarily work in a different area and environment,
- ✓ grow your knowledge and experience,
- ✓ develop and utilize new skills,

#### 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 application 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 application 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. Collect customer satisfaction data at the end of each call to monitor effectiveness.
11. Use customer data to prepare daily, weekly and monthly targets and reports on interactions with customers.
12. Perform any other related duties as required by Manager or any senior officer in order to contribute to the effectiveness and efficiency of the Department.

#### QUALIFICATIONS, SKILLS AND COMPETENCIES

- High School Diploma or equivalent
- Seven (7) years' working experience, with at least five (5) years' experience in a customer service environment
- Certification/Diploma related to customer service or information management
- 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

#### WORKING CONDITIONS/ ENVIRONMENTAL FACTORS

- Normal Office environment

#### HOW TO APPLY:

Please complete the **job rotation application** and provide an up to date **resume**. All application packets must be submitted to the Deputy Governor's Office via email [dqohr@gov.vg](mailto:dqohr@gov.vg) **AND** the Department of Human Resources at the address provided below by the closing date.

**Director of Human Resources**  
**Department of Human Resources**  
**Simms Building, 2<sup>nd</sup> Floor**

**Road Town, Tortola VG 1110 British Virgin Islands** Or by email: [hrcbvi@gov.vg](mailto:hrcbvi@gov.vg)