

PUBLIC SERVICE OFFICE

Position Description

Position Title: Complaint Management Officer	Division: Public Sector Performance & Services Management Section (PSPSM), Public Service Office
Salary Level: L 15-13	Direct Reports: National Customer Service/Delivery Improvement Coordinator
Reports To: Director PSPSM	
Primary Objective : To provide/sustain front line quality service to all clients and provide effective & efficient support within the Customer Services Center with acceptable standard & as required for smooth daily operation.	
Decision Making Authority:	Key Contacts
Without referral to manager <ul style="list-style-type: none"> respond to calls in a professional, confident & courteous manner screen calls/ take messages/provide direct advice update inward & outward registers handle confidential records & correspondences in a professional manner 	Registry Clerk Receptionist/Executive Assistant/Office Manager within the Ministry.
After consultation with managers or others <ul style="list-style-type: none"> provide advices on Customer Service activities connect in-coming calls to Responsible Officers make printed copies as required take meeting minutes 	PSPSM staff <ul style="list-style-type: none"> Coached to provide effective & efficient customer service on almost a daily basis Through every day practice, both the skill and confidence are achieved.
Referred to manager or others N/A	

Key Accountabilities

This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. Staff will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

PSPSM, Public Service Office

Approved By:

Date of Issue:

21/30

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Key result area	Major activities	Performance measures
1. Customer/Client Service	<ul style="list-style-type: none"> • Address/ Assist customers/clients in a professional & ethical conduct • Provide required immediate responses to complain • Advocate and Refer Customers to most relevant Authorities/Services required 	<ul style="list-style-type: none"> • Must be done within a day through verbal/phone communication • Must be done within 3 days upon receipt of request. • Counterparts entered the reported Complaint
2. Managing Correspondences	<ul style="list-style-type: none"> • Record of in-coming mails • Record of out-going mails • Circulate routine in-coming mails • Bring up to Responsible Officers in-coming mails on file in need of action 	<ul style="list-style-type: none"> • To be dealt upon receipt of mails daily • Dispatch each day • To be done daily • To be actioned/dealt upon receipt of mails daily
3. Filing Complaints	<ul style="list-style-type: none"> • Completion of Registration Form • Interview & Record of Clients Complaint • Refer Complaints to relevant Counterparts • Refer Complaints to Coordinator/Director that requires Cabinet endorsements 	<ul style="list-style-type: none"> • Updated Data • Client Info Entered in Data • Updates from Counterparts sent • Cabinet Paper developed

Key Challenges	Selection Criteria
1. The post holder is expected to work more hours when and if required for the following: <ul style="list-style-type: none"> • Organizing customer's complaint papers • Improve record keeping 	Qualifications and experience: Form 6 Certificate (PSSC Certificate)

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P3PFSM, Public Service Office Approved By: Date of issue: