

GOVERNMENT OF KIRIBATI
POSITION DESCRIPTION

1. Ministry: Public Service Office		
2. Position Title: National Customer Service Centre Coordinator	3. Salary Level: L6-5	4. Division: PSPSM - Public Service Performance & Services Delivery Management
5. Reports To: Secretary, PSO	6. Direct Reports: Director, PSPSM	
7. Primary Objective of the Position: Overall Management of the National Customer Service Centre to ensure that Government established performance standards are implemented across the public sector and to ensure complaints are minimized while the overall performance standard and quality of the public service is improved.		

8. Position Overview	
9. Financial: There's no direct financial responsibility & accountability to the position unless delegated by supervisors. However the Coordinator is required to ensure that the National Customer Service Centre operates within approved budget.	10 Legal: No direct legal obligations but a close observation & consultation with the existing legislations, NCS & policies is required in the course of planning and executing new innovations and reforms that will contribute to driving public service performance improvement/excellence. This is to ensure there's no duplication or clash.
11. Internal Stakeholders: a. Secretary, PSO b. Director/Deputy Director PSPSM c. NCIC team d. Admin team e. HRMDC team	12. External Stakeholders: <ul style="list-style-type: none"> ▪ Ministries & Statutory/Gov.t agencies ▪ Customer Service Supervisors ▪ SoEs ▪ The public ▪ Communities/Outer Islands

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To be referred to Manager/Secretary:

- a. Secretary
 - Proposals/changes to the NCIC programs
 - Critical issues that may have cost implications and issues that may have an impact on the government/public service image
 - New initiatives for public service improvement
- b. Director PSPSM
 - Decisions requiring budget/funding
 - Any major changes to the work plan affecting the whole unit's business plan.
- c. Admin team
 - Matters/Initiatives that may require consultation/contribution of Admin team
 - Check for overlapping and ensure integrated approach
- d. HRMDC team
 - Matters/Initiatives that may require consultation/contribution of HRMDC team
 - Check for overlapping and ensure integrated approach

To be referred to Manager/Secretary:

- Strategies/approaches/initiatives requiring engagement of external stakeholders
- Costs outside Centre's budget required for engaging external stakeholders for the overall public sector performance improvement programs.

13. KEY ACCOUNTABILITIES (Include linkage to KDP, MOP and Divisional Plan)

- **KDP/KPA:**
- **MOP Outcome:**
- **Divisional/Departmental/Unit Plan:**

Key Result Area/Major Responsibilities	Major Activities/Duties	Performance Measures/Outcomes
1. Coordination of government response to public complaints	1.1 Liaise with all Ministries to fast track their responses to complaints pertaining their ministries.	Communication/emails to relevant SROs
	1.2 Monitor and ensure that responses are made to the customer complaining until the issue is resolved	Progress and resolution communicated to the complainant and the customer is satisfied at the end

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2. To coordinate provision and dissemination of basic information to the general public	2.1 Develop communication/awareness strategies to: i. The public for their awareness on government reforms related to improving public service performance and customer service delivery including their roles and channels to report their grievances related to government services. ii. To employees/ ministries/ public service on the required performance standards and policies supporting/enforcing high standard service delivery which require compliance of all.	Awareness programs implemented (radio etc)
	2.2 Develop a Freedom of Information (FOI) policy	FOI policy approved and implemented
3. To ensure through its monitoring system that all Ministries have their dedicated customer-improvement centers and perform their functions diligently;	3.1 Work with Inspectors to regularly monitor the customer service standards (eg. suggestion boxes, customer waiting environment etc), evaluate outcomes, report outcomes to higher authorities and provide feedback to Customer Service Supervisors (CSS).	Inspection results analyzed and reported. Feedback communicated to CSS on outcomes of inspections.
	3.2 Hold regular meetings with CSS for monitoring and continuous improvement	Number of meetings held, meeting minutes and number of improvement proposals.
4. To coordinate all Ministries out-reach programs to deliver basic services to isolated communities;	4.1 Conduct a needs assessment/research on government's demanded services on isolated communities and outer islands	List of identified government services that are highly demanded on isolated communities/outer islands reported and proposed options of how to address them (leads to 4.2)
	4.2 Explore the possibility of having a mobile - service center in response to 4.1 above which could serve as a single-counter service/information center providing advisory role, problem-solving role, collection and referral	-Number of meetings with CSS to agree on strategies for a mobile service. -Proposed options finalized and agreed by CSS committee submitted for approval.

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	of complaints and real services provision (eg. civil registration, etc) on a regular basis.	
5. Development of other innovative public sector performance improvement programs that allows participation of all stakeholders i.e. the public/villages/Communities, SoEs, government etc.	5.1 Coordinate distribution and placing of suggestion boxes (and other forms of feedback or reporting eg. hotline) in all villages/communities/Police Stations/Ministries/SOEs and other relevant locations.	Suggestion boxes placed at appropriate locations, feedback collected and actioned and reported.
	5.2 Develop other innovative, effective and efficient monitoring initiatives involving all stakeholders	Number of proposals submitted
6. Explore and develop how the Centre roles can be extended to engage outer islands targeting Island Council Clerks as focal points (same principle role as Customer Service Supervisors etc).	Develop a strategy of engaging local governments/Island Council Clerks in participating in the overall public service/sector performance improvement programs.	Proposed strategy submitted and approved.

10. Key Challenges	11. Selection Criteria
<ul style="list-style-type: none"> - Tolerating different customers who may come with different types of complaints/issues - Working with either structured/unstructured data - Working under pressure and meeting timelines - Working outside working hours when required - Representing PSO in meetings related to the nature of the task or PPSM. - High personal interaction with multi-stakeholders or a number of groups/communities etc. 	<p>11.1 PQR (Position Qualification Requirement):</p> <p><u>Education:</u> Bachelor/Degree in either Management & Public Administration/Sociology/HRM/Governance.</p> <p><u>Experience:</u> At 5 years relevant experience</p> <p><u>Job Training:</u> Nil</p>
	11.2 Key Attributes (Personal Qualities):

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1. Knowledge

- **Management** - Knowledge of how to manage projects and engaging of multi-stakeholders
- **Policy development** – Knowledge of how to revise and develop policies.
- **Computer literate** - Knowledge of basic computer programs/software such as Word and Xcel etc including the use of internet for research and data analysis.
- **Culture/Communities** - Knowledge and understanding of Kiribati customs and communities and how to relate or communicate effectively with different levels of people within the society.

2. Skills:

- High analytical skills - the position involves thorough analysis of heavy data which can either be structured or unstructured - verbal or written.
- Attention to detail - Since results of data analysis guides decision making, this position needs to be able to be highly attentive to details.
- Time management skills - manage a number of research/projects at the same time and meeting deadlines
- Communication skills - be able to communicate professionally in writing and verbally as the position involves liaising and engagement of a number of stakeholders with high tolerance of various attitudes of customers.
- Very good Interpersonal skills - being able to work collaboratively with key stakeholders, develop networks and supporting groups/stakeholders and must be able to develop good professional relationships as well as being able to engage and communicate with different levels of people/ different groups within the society.

3. Attributes

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| | <ul style="list-style-type: none">○ Stress Tolerance – Job requires accepting criticism and dealing calmly and effectively with high stress situations○ Cooperation – Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude. Should be a team player.○ Self-Control – Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.○ Adaptability/Flexibility – Job requires being open to change (positive or negative) and to contribute constructively in achieving the overall objective of the Centre and/or PSO/ government. |
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