

FIREARM LICENSING AUTHORITY

JOB TITLE	CORPORATE PLANNING ASSISTANT
JOB GRADE	GMG/AM3
SALARY	\$1,753,837 per annum
DIVISION	General Administration
REPORTS TO	Director, Corporate Planning And Client Relations

Job Purpose

- Reporting to the Director, Corporate Planning and Client Relations, the incumbent is responsible for ensuring that the Director's desk is operated in a most effective and efficient manner, by providing support in a manner that benefits the office.

Key Outputs

- Customer services policies and procedures documented.
- Daily, monthly and quarterly reports prepared.
- Questionnaires, surveys, polls developed.
- Manuals and publications produced
- Internal & External Stakeholders informed of changes in policies
- Assist with the coordination of special projects
- Conduct Training relating to the Authority policy changes
- Assist in the development of strategic plans for the Authority
- Respond to customer queries

Key Responsibilities Areas:

- Provide one-stop information and advice to customers.
- Instruct customers as to the correct format and content of documents to be submitted.
- Examine documents being submitted and advise customers of completeness or any corrections to be made
- Write memorandums indicating amendments to be made to documents.
- Administer customer questionnaires, surveys and polls and gain feedback on quality of customer service provided and identify areas for improvement.
- Maintain a record of customer enquiry and documents received.
- Route documents for action to appropriate section and follow-up.

- Dispatch certificates and certified copies to respective applicants.
- Assist customers in completing application forms.
- Conduct Training in new policies and procedures to both internal and external stakeholders
- Updates to procedure manual is done
- Assist in the maintenance of statistical database

Other Responsibilities

- Perform other related duties assigned from time by the Director, Corporate Planning, Customer Relations and Special Projects

Authority (decision the post holder has the power to make or recommend)

- Liaise with customers and external bodies

Performance Standards

- Accurate information and advice is given to customers within agreed time scales.
- Reports and data compiled are accurate
- Customer queries and issues are responded to within agreed time scales in accordance with the Authority's policies and procedures.
- Work volume targets, daily, weekly and monthly deadlines are met
- Registration forms and other documents are properly completed in accordance with Authority standards
- Training are conducted in a timely manner
- Procedure Manual is updated in a timely manner
- Confidentiality, courtesy and integrity are exercised.

Working Conditions:

- Work is performed in a standard office environment

Required Competencies:

Core

- Excellent interpersonal skills.
- Excellent communication skills.
- Excellent Public Speaking skills
- Excellent problem solving skills.
- Excellent knowledge of relevant computer applications including use of spreadsheets and PowerPoint.
- Excellent interpersonal skills.
- Excellent communication skills (both oral and written).

- Excellent time management and organizing skills.

Minimum Required Education and Experience

- Four (4) subjects at GCE O'Level/CXC General Proficiency inclusive of English Language and mathematics.
- Associate Degree in Business Administration from a recognized tertiary institution
- Certification in, or experience in Public Relations, Marketing, Advertising or Mass Communication.
- Five (5) years related experience in the related field.