

JOB DESCRIPTION AND SPECIFICATION

FIREARM LICENSING AUTHORITY

JOB TITLE	CUSTOMER SERVICE OFFICER
JOB GRADE	GMG/AM2
DIVISION	Compliance and Enforcement
REPORTS TO	Director, Compliance and Enforcement
REMUNERATION	\$1,370,094.00 per annum

Job Purpose

- To manage all incoming and outgoing calls to the Compliance and Enforcement Department and provide assistance and information to customers in accordance with the law and Authority's policies and procedures.

Key Outputs

- Timely management of incoming and outgoing calls
- Customer services policies and procedures documented.
- Daily, monthly and quarterly reports prepared.
- Customer queries resolved
- Questionnaires, surveys, polls developed.
- Manuals and publications produced

Key Responsibilities Areas:

- Provide information and advice to customers.
- Follow protocols given in relation to handling various customer queries with an aim of resolving them.
- Assists in arranging schedule of Audits
- Manage large amounts of incoming and outgoing calls and do follow-ups where necessary.
- Instruct customers as to the correct format and content of documents to be submitted.
- 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.

Other Responsibilities

- Perform other related duties assigned from time to time.

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
- Confidentiality, courtesy and integrity are exercised.

Internal and External Contacts:

Internal Contacts

Contact	Purpose of Communication
Divisional heads and senior management	To access and provide information

External Contacts

Contact	Purpose of Communication
Applicants and customers of the Authority	To provide information

Working Conditions:

- Work is performed in a standard office environment

Required Competencies:

Core

- Good interpersonal skills.
- Good problem solving skills.
- Customer Service Skills

- Good knowledge of relevant computer applications.
- Good communication skills (both oral and written).
- Good time management and organizing skills.

Minimum Required Education and Experience

- Four (4) subjects at GCE O'Level/CXC General Proficiency inclusive of English Language.
- Diploma in Business Administration from a recognized tertiary institution
- Two (2) years' related experience