Ministry of Industry Investment & Commerce

Jamaica's Business Ministry

NATIONAL COMPLIANCE & REGULATORY AUTHORITY

Health. Safety. Fairness in Trade.

The National Compliance & Regulatory Authority (NCRA), an Agency of the Ministry of Industry, Investment and Commerce, is seeking to identify a suitable candidate to fill the following position:

Customer Service Officer (LEVEL 4)
Salary Range: $2,190,302 – $2,945,712 per annum

JOB SUMMARY

Under the general direction of the Administrative Services Officer, the **Customer Service Officer (Level 4)** is responsible for ensuring the effective and efficient dissemination of information to walk in, telephone and electronic mail customers/clients of the National Compliance and Regulatory Authority (NCRA). The incumbent is responsible for disseminating general information on the services provided by the NCRA, receiving, logging dispatching all jobs/sample testing submitted to the NCRA and documenting all customer queries and complaints.

KEY RESPONSIBILITIES

- Acknowledges and assists customers
- Attends to customers' complaints and concerns
- Refers unresolved customers' complaints to the Administrative Services Officer
- Informs the Administrative Services Officer of gaps, shortcomings, challenges experienced in delivery of service
- Prepares reports on service delivery
- Provides information on services offered by the NCRA
- Answers and provides information to customers on telephone numbers/toll free lines and designated emails
- Maintains a computerized registry of customers' requests/queries/ suggestions
- Makes recommendations for the improvement of the NCRA's website and social media
- Administers customer satisfaction surveys
- Research information to satisfy customer queries
- Assists with the analysis of customer satisfaction survey
- Assists with secretarial support within the NCRA

- Serves as the receptionist for the Regional Office
- Disseminates approved information to the public
- Administers the Job Management System - receiving, logging, routing and following up on all jobs received
- Maintains contact with laboratories for test results and advises Regional Team Leaders of reports
- Records all customer queries and complaints
- Advises management about reinforcing or changing established timelines to improve customer satisfaction
- Liaises and follows up with Team Leaders or designated officers on customer service matters
- Monitors suggestion box, records and follows up on suggestions made
- Prepares reports, to include unresolved issues (in relation to queries and complaints), for divisional heads
- Assists with client surveys to ascertain level of customer satisfaction and makes recommendations where necessary
- Assists with appropriate and expeditious responses to telephone and written complaints.
- Monitors the NCRA's email and forward mails to the relevant persons/departments.
- Represents the organization at conferences, seminars, workshops and meetings as required
- Prepares, maintains and updates the quality management systems documentation (e.g. policies and procedures)
- Prepares reports on activities of the office
- Attends meetings and fora and serve on committees as requested
- Performs any other related duties, which may be assigned

REQUIRED COMPETENCIES

- Good oral and written communication skills
- Good interpersonal skills
- Good customer and quality focus skills
- Good teamwork and co-operation
- Knowledge of Records Management
- Knowledge of the operations of Government Customer Service Programme and Citizen's Charter
- Knowledge of Computer Applications e.g. Micro Soft Office Suite and other relevant software

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Associate degree or Diploma in Business Administration, Communication, Marketing, Public Relations OR
- Certification in Customer Service or other equivalent qualifications
- High School Diploma with passes in at least five (5) CXC subjects
- Two (2) years' experience in customer service

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Normal physical demands
- Mental demand to administer the Job Management System
- Mental demand to administer the completion of client profile/ service contract, to electronically record queries and complaints, to follow up consistently with relevant divisions and to prepare reports accurately and on a timely basis

Applications must be submitted no later than **November 13, 2026,** by **email only** to:

The Manager, Human Resources

National Compliance and Regulatory Authority (NCRA)

19 Hope Road

Kingston 10

Email: humanresource@ncra.org.jm

The subject line must state the Job position you are applying for.

Please note that while we appreciate all applications, only shortlisted applicants will be contacted.