



JAMAICA INTELLECTUAL PROPERTY OFFICE
(An Agency of the Ministry of Industry, Investment and Commerce)

CAREER OPPORTUNITY

CUSTOMER SERVICE ASSISTANT (LEVEL 2)

BASIC SALARY: \$1,044,210 to \$1,404,346 per annum

JOB PURPOSE:

To operate electronic equipment for effective and efficient communication both internally and externally. Also, performing general reception, customer service and information services, ensuring high quality.

Key Outputs

- Clients greeted and welcomed.
- Clients queries handled patiently, accurately and with empathy.
- Switchboard monitored and functioning effectively.
- Clients directed to appropriate officer.
- Incoming telephone calls screened and directed to appropriate staff.
- Effective and accurate responses to routine enquiries from clients and visitors.
- Outgoing calls handled effectively.
- Telephone faults reported and tracked until resolved.
- Routine correspondence drafted.
- Messages received and disseminated to relevant staff members.
- Log book maintained.
- Mail received and dispatched to the relevant officer.
- Returned mail recorded.
- Adherence to the ISO 9001: 2015 Quality Management System Standard requirements.
- Participates in meetings on customer service for the office.
- Develops and suggests new ways of meeting customer needs.

Required Knowledge, Skills and Abilities

- Strong interpersonal and social skills.
- Good interpersonal and people management skills.
- Good communication skills.
- Strong customer relations skills.

- Good problem solving and conflict-management skills.
- Good oral communication skills.
- Good time management skills.
- Sound knowledge of switchboard operations.
- Knowledge of the operations of JIPO and its policies and procedures.

Minimum Required Qualifications and Experience

- Four (4) GCE Ordinary Level/CXC Proficiency Level subjects including English Language & Mathematics or Accounts
- Certification in Telephone Operating Skills or Certification as a Receptionist
- Training and experience in customer service would be an asset

Applications cover letter accompanied by a resume should be submitted **no later than Sunday, April 30, 2023 to:**

**Director,
Human Resource Management and Administration
Jamaica Intellectual Property Office
18 Trafalgar Road
Kingston 10**

Website: www.jipo.gov.jm

Email: hrma@jipo.gov.jm

Please note that we thank all for responding, but only short-listed applicants will be contacted.