



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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CIRCULAR No. 229
OSC Ref. C. 5849¹¹

16th September, 2020

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the vacant post of **Customer Service Officer (GMG/AM 2)** in the Legal Aid Council **Ministry of Justice**, salary range \$986,421 - \$1,172,544 per annum and any allowance(s) attached to the post.

Job Purpose

The incumbent, under the direction of the Human Resource & Administration Manager establishes and maintains a professional relationship with the Customers of the Legal Aid Council, ensuring that all their queries and complaints are met, and acts as one of the resource persons for the Council's mandate.

Key Responsibilities

- Greets and receives walk-in clients;
- Answers and direct telephone calls;
- Provides information to customers on legal and other matters pertaining to the services of the Council;
- Interviews clients for Legal Aid assignments (Form C) and directs for consultation/legal advice;
- Completes assignment (Form D) for Court;
- Completes and produces Application and Assignment forms for the Executive Director's signature;
- Follows-up with Counsel and clients regarding assignments;
- Maintains a computerized Registry of incoming correspondence and assignment logs;
- Refers unresolved customer' complaints to Human Resource & Administration Manager/Executive Director for further investigation;
- Assists with listing of payments for Attorneys;
- Assists Attorneys with viewing of their files;
- Analyzes documents submitted by Attorneys to ensure completeness and correctness;
- Assists with making photo-copies of documents;
- Provides empanelled Attorneys with ethical guidelines and other operational documents;
- Performs any other duties as assigned.

Required Knowledge, Skills and Competencies

- Excellent written and oral communication skills;
- Excellent customer service and interpersonal skills;
- Good time management skills;

Minimum Required Qualification and Experience

- Certificate in Business Management/Administration;
- Customer Service Training;
- Three (3) years' experience in customer service or related field.

Applications accompanied by résumés should be submitted **no later than Tuesday, 29th September, 2020 to:**

**Executive Director
Legal Aid Council
Ministry of Justice
72 Harbour Street
Kingston 5.**

Email: aid.legal@moj.gov.im

Please note that only shortlisted applicants will be contacted.

Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.



**Merle I. Tam (Mrs.)
for Chief Personnel Officer**