



HUMAN RESOURCE MANAGEMENT DIRECTORATE

Church Folly, Grand Turk, Turks & Caicos Islands. Ph: 649-946-2801, Fax: 649-946-1582

GOVERNMENT VACANCY

JOB TITLE:	Consumer Officer
DEPARTMENT:	Trade, Industry and Fair Competition
MINISTRY:	Ministry of Finance, Investment & Trade
LOCATION:	Providenciales

JOB SUMMARY:

The Consumer Officer will be responsible for providing information to consumers about products, services and trade practices. The job holder will also assist the Head of Department with verbal or written complaints and inquiries received from consumers and business owners.

KEY DUTIES AND RESPONSIBILITIES:

- Conducts checks, inspections and other enforcement functions on trade premises generally, including wholesale and retail dealers.
- Prepares presentations, press releases, articles, leaflets, publicity brochures, information for websites and promotional materials in relation to consumer rights and education.
- Responsible for organizing promotional events such as press conferences and campaigns.
- Makes enquires, collects and processes data and monitors the costing, price, supply and distribution of both goods and services.
- Supports the Head of Department with policy initiatives.
- Conducts research and surveys on consumer affairs issues.
- Assists with investigations into complaints made by consumers.
- Facilitates negotiation and conflict resolution through direct communication with consumers and business owners.
- Prepares reports on activities and investigations conducted.
- Provides administrative support to the Department.
- Adheres to all Public Service Codes and Regulations.
- Performs such other duties as assigned.
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QUALIFICATIONS and EXPERIENCE:

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- Associate or Bachelor's Degree in Sociology, Communications, Public Relations, Business Administration or related discipline.





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Experience:

At least three (3) years' work experience in customer service/customer relations or public relations role.

SALARY: Grade 6.1 - \$45,992.00 per annum

Resumes with current contact information must be accompanied by a Cover Letter and two letters of reference (one preferably from a former employer) as well as copies of educational certificates and a copy of the Passport photo page, National Turks & Caicos Islander Status Card (where applicable). Shortlisted candidates must submit a Police Certificate.

Applications should be addressed to The Director, Office of the Human Resource Management Directorate, Church Folly, Grand Turk.

Current serving officers must apply through their Head of Department.

Applications without all supporting documents will not be processed.

We thank all applicants for their interest, however, only persons selected for an interview will be contacted.

