



GOVERNMENT VACANCY

JOB TITLE: Customer Service Clerk

DEPARTMENT: Customer Service Centre

MINISTRY: Ministry of Immigration and Border Services

LOCATION: Providenciales

JOB SUMMARY:

Customer services is an integral part of the Department of an organization, especially one like the Ministry of Border Control Customer Service Department known as the One Stop Shop. It means communicating with the customers and answering their queries both locally and internationally. Hence, the customer services team is dedicated towards making sure that the customer queries are resolved on time and that they are satisfied with the organization, thereby leaving a good impression.

KEY DUTIES AND RESPONSIBILITIES:

1. Professionally handle all incoming requests from all customers, including international, whether it comes via emails, over the phone, or face to face and ensure that issues are resolved both promptly and thoroughly.
2. Carefully and efficiently gather customer information and educate the customer where applicable to prevent the need for unnecessary future contacts.
3. Receiving and issuing of documents according to customers/organizations requests.
4. Use automated information systems to analyze the customer's situation.
5. Maintain a balance between the Department/Organization's policy and customer benefit in decision making.
6. Always manage issues in the best interest of both customer and the Department/Organization.
7. Continuously evaluate, identify and coordinate with the internal departments on opportunities to drive process improvements; to find solutions and resolve matters that positively impact the customer's experience.
8. Responsible for compiling and generating reports as they relate to customer service surveys.
9. Maintain records of interactions with the customers in a prescribed manner
10. Maintain a follow up on the customer, whose query you had solved and ensure they are satisfied with your answer.
11. Production of receipts and other information as required.
12. Adhere to all Public Service codes, rules and regulations.
13. Perform other related tasks as assigned.





HUMAN RESOURCE MANAGEMENT DIRECTORATE

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

MINIMUM QUALIFICATIONS & EXPERIENCE:

Qualifications:

- Strong passes in five 5 CXC subjects with English a must; College Diploma would be desirable.

Experience:

- Two years' experience in a related field. Demonstrated passion for excellence with respect to treating and caring for customers. Highly developed sense of integrity and commitment to customer satisfaction.

SALARY: Grade 4.1- \$32,550.00 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.

Applications without supporting documents will not be processed

BELONGERS NEED ONLY APPLY

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

