



We invite all suitably qualified candidates to apply for the post of ***Client Relations Specialist (GMG/SEG 2)***

Salary Range: \$4,266,270- \$5,737,658 per annum

Job Purpose

To act as escalation for the initial point of contact for Business Partners or members of the Public who are seeking information and guidance relating Zone and or Logistics Hub opportunities, or who are seeking to use services provided by the Authority, to follow-up on outstanding matters, or simply are seeking the resolution of issues.

Strategic Objectives:

- To maintain the image and integrity of the Authority through customer service excellence ensuring that communication protocols are observed, and viability sustained.
- To contribute to the effectiveness of the JSEZA quality management system
- Adherence to ISO Certified Policies and Procedures

Qualifications & Experience

- Bachelor's Degree in Business Administration or other Social Sciences discipline or equivalent qualification;
- At least two (3) years' experience in a related field

Specific Knowledge and Skills

- Expert knowledge of the functions and operations of a Call Centre
- Proficiency in the use and management of Call Centre Data Operating System;
- Working knowledge of Microsoft or windows-based packages including Command and Control and Crime Recording systems;
- knowledge of customer service practices and principles
- Working knowledge of Microsoft or window-based packages including Command and Control and Crime Recording systems;
- Demonstrable knowledge or ability of working within a call centre or customer service environment.

Job Duties and Responsibilities

To provide an effective, Partner Care Services

- Serves as the escalation Manager for complex customer complaints or enquiries
- Implements measures to ensure issues are resolved within the agreed service standards
- Reviews issues logs and develop implementation plan
- Interfaces with staff in other functions and third parties to resolve Partner issues.
- Compiles reports based on the details provided by the Call Centre Operators, identifying any vulnerability issues, repeat victims or risks;
- Ensures immediate transmission of all critical incidents, to the Stakeholder Relationship Management
- Performs a quality control function by monitoring random calls to improve quality, minimise errors and track operator performance
- Generates metrics and reports to measure and manage unit performance

To develop a strong and capable Client Relations Team

- Research and maintain knowledge to ensure adherence to the Authority's SOPs and compliance with all applicable regulatory requirements
- Develop process improvements to enhance service efficiency and effectiveness
- Assist with preparation of the Unit's budget, operational and work plans
- Coordinate timely meetings to ensure alignment of focus; detect and provide early warning of emerging issues, and identify process improvements needs for the Unit
- Demonstrate and promote a goal-oriented performance culture that depicts strong integrity and ethical behaviour
- Identify any competency and or skills gaps that must be addressed
- Assess the performance of direct reports
- Work with the Senior Director and Director of Stakeholder Relationship Management to ensure availability of training and development interventions needed to fill identified training and development gaps.
- Prevent, or reduce undesired effects of the existing Quality Management System of the Authority.

Applications accompanied by résumés should be submitted **no later than Friday, 24 January 2025 to:**

**Director, Human Resource Management & Development
Special Economic Zone Authority
13 Waterloo Road
Kingston 10**

Email: hrunit@jseza.com

Please note that only shortlisted applicants will be contacted.