

PUBLIC SERVICE OFFICE

Position Description

Position Title: Complaint Management Officer	Division: Public Sector Performance & Services Management Section (PSPSM), Public Service Office	
Salary Level: L 15-13	Direct Reports: National Customer Service/Delivery Improvement Coordinator	
Reports To: Director PSPSM		
Primary Objective: To provide/sustain front line quality service to all clients and provide effective & efficient support within the Customer Services Center with acceptable standard & as required for smooth daily operation.		
Decision Making Authority:	Key Contacts	Frequency and purpose
Without referral to manager <ul style="list-style-type: none"> respond to calls in a professional, confident & courteous manner screen calls/ take messages/provide direct advice update inward & outward registers handle confidential records & correspondences in a professional manner 	Registry Clerk Receptionist/Executive Assistant/Office Manager within the Ministry.	<ul style="list-style-type: none"> Daily routine for in-coming calls Almost daily for documented requests/issues addressed to PSPSM
After consultation with managers or others <ul style="list-style-type: none"> provide advices on Customer Service activities connect in-coming calls to Responsible Officers make printed copies as required take meeting minutes 	PSPSM staff	<ul style="list-style-type: none"> Coached to provide effective & efficient customer service on almost a daily basis Through every day practice, both the skill and confidence are achieved.
Referred to manager or others N/A		

Key Accountabilities

This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. Staff will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

PSPSM, Public Service Office

Approved By:

Date of Issue:

PUBLIC SERVICE OFFICE

Position Description

Key result area	Major activities	Performance measures
1. Customer/Client Service	<ul style="list-style-type: none"> • Address/Assist customers/clients in a professional & ethical conduct • Provide required immediate responses to complain • Advocate and Refer Customers to most relevant Authorities/Services required 	<ul style="list-style-type: none"> • Must be done within a day through verbal/phone communication • Must be done within 3 days upon receipt of request. • Counterparts entered the reported Complaint
2. Managing Correspondences	<ul style="list-style-type: none"> • Record of in-coming mails • Record of out-going mails • Circulate routine in-coming mails • Bring up to Responsible Officers in-coming mails on file in need of action 	<ul style="list-style-type: none"> • To be dealt upon receipt of mails daily • Dispatch each day • To be done daily • To be actioned/dealt upon receipt of mails daily
3. Filing Complaints	<ul style="list-style-type: none"> • Completion of Registration Form • Interview & Record of Clients Complaint • Refer Complaints to relevant Counterparts • Refer Complaints to Coordinator/Director that requires Cabinet endorsements 	<ul style="list-style-type: none"> • Updated Data • Client Info Entered in Data • Updates from Counterparts sent • Cabinet Paper developed

Key Challenges	Selection Criteria
1. The post holder is expected to work more hours when and if required for the following: <ul style="list-style-type: none"> • Organizing customer's complaint papers • Improve record keeping 	Qualifications and experience: Form 6 Certificate (PSSC Certificate)

This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. Staff will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

PSPSM, Public Service Office

Approved By:

Date of Issue:

PUBLIC SERVICE OFFICE

Position Description

<ul style="list-style-type: none"> • Peak periods <p>2. The post holder is expected to adjust her/himself when encountering the following situations:</p> <ul style="list-style-type: none"> • the sensitivity and confidentiality of the Clients and the reported complaints • the various attitudes, mood and personality of the Clients • risk management of the Client and the reported Complaint. <p>3. Assigned other tasks such as</p> <ul style="list-style-type: none"> • member of the Ministry Social Committee • representing the Ministry on National Committees when required 	<p>Key attributes:</p> <ul style="list-style-type: none"> • Computer Literate (good computing skills with competence in Microsoft Word & Microsoft Excel & Use of the Internet) • To be able to communicate effectively in Kiribati & English • Knowledge of basic office operations, office courtesy & protocols • Basic counselling skills and deal with adverse level of people
---	---

This is position description provides a comprehensive, but not exhaustive, outline of the key activities of the role. Staff will therefore be expected to comply with manager's directions when and as required, which may include completion of duties not listed in this document.

PGPSM, Public Service Office

Approved By:

Date of Issue: