

JOB DESCRIPTION AND PERSON SPECIFICATIONS, MANDATORY MOTOR VEHICLE INSPECTION SERVICES, MINISTRY OF WORKS AND TRANSPORT, 2025.

Job Title: Customer Care Officer, Mandatory Motor Vehicle Inspection Services

Employment Type: Contract

Reports to: Senior Customer Care Officer, Mandatory Motor Vehicle Inspection Services

Job Purpose: To ensure seamless customer experience by providing customer care support at the MVIS office. The overall job is to field inquiries from walk in clients, offering information about MVIS processes and policies, providing appropriate guidance and excellent customer friendly service as well as performing various administrative and clerical tasks

Key Duties:

- Handle customer inquiries regarding vehicle inspection services.
- Schedule and manage appointment bookings for vehicle inspections.
- Assist the public with required documentation and payment procedures.
- Maintain a professional and friendly customer service experience.
- Record customer feedback and escalate issues for resolution.

Person Specifications:

Essential Requirements	• Handle customer inquiries regarding vehicle inspection services. • Schedule and manage appointment bookings for vehicle inspections. • Assist the public with required documentation and payment procedures. • Maintain a professional and friendly customer service experience. • Record customer feedback and escalate issues for resolution
Desirable Requirements	• Ability to maintain composure in a challenging situation. • Excellent people management and interpersonal skills • Demonstrate good telephone etiquette • Demonstrate high emotional intelligence and conflict resolution skills • Ability to handle difficult customers issues • Ability to adapt to changing duties and work in a fast-paced environment. • Proficient in Microsoft applications (Outlook, Word, Excel). • Ability to handle difficult customer situations in a positive manner.
SKILLS AND ATTRIBUTES	

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The ideal person should demonstrate.

- Customer service oriented
- Excellent verbal and written communication skills
- Excellent telephone skills and etiquette.
- Organized and detail oriented and task oriented.
- Self-motivated, team player, positive attitude.

Approved by:

Date: