

JOB DESCRIPTION AND PERSON SPECIFICATIONS, MOTOR VEHICLE REGISTRATION PROJECT, MINISTRY OF WORKS AND TRANSPORT, 2022

Job Title: **Senior Customer Care Officer**, Motor Vehicle Registration Project

Position Type: Local Contract

Reports to: Project Manager, Motor Vehicle Registration Project

Supervises: Customer care officers

Job Purpose: Responsible for overseeing and implementing customer centered processes and procedures to ensure that MVR project customers and stakeholders have a positive experience with the project services. This includes communicating customer service objectives, coordinating with project management to find ways to enhance customer experience.

Key Duties:

- Develop and implement customer care policies, procedures, and regulations necessary for ensuring that MVR customers are satisfied with project services
- Communicate with MVR customers to identify their needs/ expectations and make appropriate adjustments to meet those needs
- Ensure accurate information is disseminated to internal and external audiences in a timely manner to drive the overall project objectives
- Provide customers with updates and periodic statements on service developments and changes in service delivery
- Establish communication channels through which customers can send in their feedback or challenges for prompt resolution
- Analyze customer care data and statistics to obtain results useful in taking key business decisions
- Conduct surveys to determine the opinion of customers regarding their products/services
- Supervise customer care officers to ensure effective service delivery to MVR customers
- Audit customer service procedures and trends and determines system improvements.
- Develop strategies and plans for customer support
- Participate in implementation or improvement of initiatives associated with customer service
- Establish standards for best customer support practices
- Offers advice on the incorporation of technology in current and planned customer support strategies of MVR Project
- Investigate and respond to inquiries and complaints from customers regarding MVR services.
- Any other duties that may be assigned from time to time.

Person Specifications:

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Essential Requirements	<ul style="list-style-type: none"> • Minimum of Bachelor's degree preferably in marketing or business administration, Mass Communication or any other related field. • Demonstrated experience in customer service or management experience • Demonstrated experience in handling customers' requests and issues in a management role 		
Desirable Requirements	<ul style="list-style-type: none"> • Advanced degree in journalism, media and/or public relations. • Hands-on public relations experience, including knowledge of social and digital media platforms. • Experience in media buying and executing communication strategies. • Experience managing communications campaigns, including work in the media 		
SKILLS AND ATTRIBUTES			
<p>The ideal person should demonstrate.</p> <ul style="list-style-type: none"> • High level/degree of creativity • Experience in similar position or similar organization • Ability to thrive effectively under pressure • Self – motivated individual with the ability to multitask • Excellent presentation skills • A passion for customer satisfaction • Effective communication skills • Problem-solving Skills 			
Approved by:		Date:	