



We invite all suitably qualified candidates to apply for the post of ***Client Relations Officer (GMG/SEG 1)***

Salary Range: (\$3,501,526- \$4,709,163) per annum

Job Purpose

To be 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 by 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;
- Minimum two (2) years related experience
- Experience with Call Centre Operations is an asset
- Experience in dealing with matters of a confidential nature

Specific Knowledge and Skills

- Excellent command of written and spoken English
- Knowledge of the principles and techniques of communication systems;
- Proficiency in the use and management of Call Center Data Operating System;
- Sound knowledge of JSEZA's offering and key business processes
- Proficiency in the use of Microsoft Office Products

Job Duties and Responsibilities

To maintain the image and integrity of the Authority through customer service excellence by ensuring that communication protocols are observed and viability sustained;

- Serves as the main point of email and telephone contact with stakeholders
- Logs the details of all stakeholder issues called into or reported (in whatever format) into the Contact Centre
- Determines response requirements and relative priorities of situations, and refers to appropriate action parties in accordance with established procedures
- Reviews and refers issues received via telephone and email
- Interfaces with staff in other functions and third parties to resolve stakeholder and update FAQ database
- Creates and maintains database with SEZ and Non-SEZ company information for communication purposes
- Assists with executing marketing, public relation or compliance strategies including but not limited to telemarketing and email communications
- Provides content for website updates based on requirements identified through interactions with stakeholders and partners
- Provides materials for and participate in sensitization presentations to stakeholders
- Contributes to the development and revision of scripts for engagement
- Create and conduct surveys to receive feedback and ensure quality customer service level is maintained with stakeholders and partners.
- 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.