



We invite all suitably qualified candidates to apply for the post of **Customer Care Assistant (GMG/ AM 1)**

**Salary Range -\$1,439,455 - \$1,935,907**

***Job Purpose***

The Customer Care Assistant is responsible for maintaining the image of the Authority as per the vision through attending to the clients/visitors with respect and integrity and performing duties of switchboard operator through re-routing calls and directing them, answering and directing incoming phone calls and answering questions.

***Strategic Focus***

- Greet and assist all visitors and clients in a friendly and professional manner.
- Address inquiries and resolve issues efficiently to ensure a positive experience.
- Perform clerical duties such as filing, photocopying, scanning, and faxing as needed.
- Assist with data entry and the maintenance of office records.

***Qualifications & Experience***

- 5 CXC or GCE passes grade 2 and above and the equivalent of 2 CAPE (Advanced Level) passes or completion of Year 1 studies at a recognized tertiary institution.
- Subjects must include English and a numerate subject.
- Three (3) to four (4) experience
- In-service training in Telephone Techniques and Switchboard Operation

***Specific Knowledge & Skills***

- Excellent skills in written and spoken English.
- Excellent keyboarding and typing skills.
- Full computer literacy and skill in the use of typical Microsoft Office products

***Job duties and Responsibilities***

- Welcome visitors, clients, and employees to the organization in a friendly and professional manner.
- Answer phone calls and direct them to the appropriate person or department.

- Provide excellent customer service by addressing inquiries and assisting visitors with information.
  - Handle and resolve customer complaints or redirect them to the appropriate person.
  - Perform general administrative tasks, such as managing appointments, scheduling meetings, and maintaining calendars.
  - Sorts and distribute mail and packages.
  - Relay messages and information to the relevant individuals or departments.
  - Maintain a neat and organized reception area.
  - Enter data accurately into computer systems.
  - Update and maintain databases and contact lists.
  - Manage multiple tasks simultaneously, such as answering phones while greeting visitors and patients and handling administrative duties.
  - Address and resolve issues that may arise in the reception area or with visitors and patients.
  - Handle sensitive information with discretion and maintain confidentiality.
  - Collaborate with colleagues to contribute to the overall efficiency of the practice.
- Achieve Improvement of the overall Quality Management System of the Authority through current knowledge, attitudes, and skill sets.

Applications accompanied by résumés should be submitted **no later than Tuesday, 6 May 2025 to:**

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

Email: [hrunit@jseza.com](mailto:hrunit@jseza.com)

**Please note that only shortlisted applicants will be contacted.**