

# Anness A

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|-----------|-----------------------------------|
| Ministeru | <i>Servizz Pubbliku Ta' Malta</i> |
| L-impjeg  | <i>Customer Care Assistant</i>    |



UFFIĊĊJU TAL-PRIM MINISTRU  
3, PJAZZA KASTILJA, VALLETTA, MALTA

## Dmirijiet u responsabbiltajiet

- i. Jagħti merħba, jilqa' u jibni relazzjonijiet sostenibbli u ta' fiduċja mal-klijenti;
- ii. Jidentifika u jevalwa l-ħtiġijiet tal-klijenti u jindirizza t-talbiet tal-klijenti b'mod li jgħin biex jintlaħaq is-sodisfazzjon tal-klijent u jaċċedi l-aspettattivi tagħhom;
- iii. Isegwi proċeduri u linji gwida stabbiliti biex jimmaniġġja b'mod effettiv il-mistoqsijiet tal-klijenti u jipprovdi soluzzjonijiet alternattivi u jsegwi l-każ sar-riżoluzzjoni;
- iv. Jirċievi l-ħlasijiet, joħroġ irċevuti, iżomm rekords adegwati, jirrikonċilja l-kontijiet u jassisti fit-tfassil ta' rapporti finanzjarji hekk kif meħtieġ għall-funzjoni tat-taqsimu;
- v. Jiżviluppa, jipproċessa u jzomm il-kontijiet tal-klijenti, u ż-żamma tar-rekords tal-azzjonijiet kollha;
- vi. Jaħdem bħala membru tat-tim u jiżgura l-koordinazzjoni u l-kontinwita' tal-attivitajiet tax-xogħol internament u jrawwem netwerks affidabbli mal-partijiet interessati;
- vii. Jigbor risponsu interni u esterni u jagħmel rakkomandazzjonijiet lit-tim u lis-superjuri biex itejbu b'mod innovattiv l-effiċjenza u l-effettivita' tal-funzjoni tal-kura tal-klijent u l-esperjenza tal-klijent;
- viii. Jgħarraf dwar, u jiżgura l-implimentazzjoni tad-Direttiva 4-1 'Standards għal servizz ta' eċċellenza offrut mill-amministrazzjoni pubblika lill-pubbliku u lill-impjegati pubbliċi';
- ix. Johloq u jzomm rapporti dwar l-interazzjonijiet tal-klijenti u t-tixrid tad-dokumentazzjoni permezz tal-kanali tal-komunikazzjonijiet stabbiliti;
- x. Jipprovdi appoġġ amministrattiv lis-superjuri/management kif jista' jkun meħtieġ;
- xi. Kwalunkwe kompitu ieħor li s-superjur jista' jiddelega lilu/ha, kif jista' jkun meħtieġ;
- xii. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

# Annex A

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|------------------|--------------------------------|
| <b>Ministry</b>  | <i>Malta Public Service</i>    |
| <b>Job title</b> | <i>Customer Care Assistant</i> |



OFFICE OF THE PRIME MINISTER  
3, PJAZZA KASTILJA, VALLETTA, MALTA

## Duties and responsibilities

- i. Welcomes, greets and builds sustainable relationships and trust with customers;
- ii. Identifies and assesses customers' needs and addresses clients' requests in a manner that helps achieve client satisfaction and exceeds their expectations;
- iii. Follows established policies, procedures and guidelines to effectively handle customer queries and provides appropriate solutions, alternatives and follow-ups to resolution;
- iv. Handles payments, issues receipts, maintains adequate records, reconciles accounts and assists in the drawing up financial reports, as necessary for the functioning of the unit;
- v. Develops, processes and maintains customer accounts, keeping a record of all actions;
- vi. Works as a team member and ensures coordination and continuity of work activities internally and fosters reliable networks with stakeholders;
- vii. Collates internal and external feedback and makes recommendations to the team and superiors to innovatively improve the efficiency and effectiveness of the customer care function and the customer experience;
- viii. Raises awareness and ensures implementation of Directive 4-1 'Standards for service of excellence offered by the public administration to the public and to public employees';
- ix. Creates and maintains reports about customer interactions and disseminates documentation through the established communication channels;
- x. Provides administrative support to superiors/management as may be required;
- xi. Undertakes any other tasks, which the superior may delegate to him/her, as may be required;
- xii. Any other duties as directed by the Principal Permanent Secretary.