

Anness A

Ministeru	Uffiċċju tad-Deputat Prim Ministru u Ministeru għas-Saħħa
L-impjeg	Customer Care Officer



OFFICE of the DEPUTY PRIME MINISTER and MINISTRY FOR HEALTH
15, PALAZZO CASTELLANIA, MERCHANTS STREET, VALLETTA, MALTA

Dmirijiet u responsabbiltajiet

- i. Jilqa' u jibni relazzjonijiet sostenibbli u ta' fidjuċja mal-klijenti.
- ii. Jidentifika u jevalwa l-ħtiġijiet tal-klijenti u jindirizza t-talbiet tagħhom b'mod li jgħin biex il-klijenti ikunu sodisfatti bis-servizz u jaqbez l-aspettattivi tagħhom.
- iii. Jimanigġja mistoqsijiet tal-klijenti u jipprovdi soluzzjonijiet, alternattivi u issegwi sakemm tintlaħaq riżoluzzjoni.
- iv. Jipprovdi informazzjoni preċiża, valida u kompleta bl-użu tal-metodi/ghodod adattati.
- v. Jiżviluppa, jipproċessa u jżzomm il-kontijiet tal-klijenti, u ż-żamma tar-rekords tal-azzjonijiet kollha.
- vi. Jahdem bħala membru tat-tim u jiżgura l-koordinazzjoni u l-kontinwita' tal-attivitajiet taxxogħol internament u jrawwem networks affidabbli mal-partijiet interessati.
- vii. Jimeniġja u jimotiva l-istaff ta' tahtu billi jaddotta mekkaniżmu ta' feedback mingħandhom.
- viii. Jirrevedi l-proċessi tax-xogħol u jiġbor risponsi interni u esterni u jagħmel rakkomandazzjonijiet lit-tim u lis-superjuri biex itejbu b'mod innovattiv l-effiċjenza u leffettività tal-funzjoni tal-kura tal-klijenti u l-esperjenza tal-klijent.
- ix. Issegwi politiki stabiliti, proċeduri u linji gwida. Jiċċekja x-xogħol tal-istaff ta' tahtu u jiżgura li x-xogħol qed issir sew skont l-proċeduri u l-KPIs.
- x. Jagħraf u jiżgura l-implimentazzjoni tad-Direttiva 4-1 "Standards għal servizz ta' eċċellenza offrut mill-amministrazzjoni pubblika lill-pubbliku u lill-impjegati pubbliċi".
- xi. Jissorvelja, jgħallem u jiżviluppa l-istaff biex jilhaq l-għanijiet skont l-istandards ta' kwalita'.
- xii. Johloq u jzomm rapporti dwar l-interazzjonijiet tal-klijenti u t-tixrid tad-dokumentazzjoni permezz tal-mezzi ta' komunikazzjoni stabbiliti.
- xiii. Jipprovdi appoġġ amministrattiv lis-superjuri/management kif jista' jkun meħtieġ.
- xiv. Kwalunkwe komputu ieħor li s-superjur jista' jiddelega lilhom, skont il-ħtieġa; u
- xv. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni

Annex A

Ministry	Office of the Deputy Prime Minister and Ministry for Health
Job title	Customer Care Officer



OFFICE of the DEPUTY PRIME MINISTER and MINISTRY FOR HEALTH
15, PALAZZO CASTELLANIA, MERCHANTS STREET, VALLETTA, MALTA

Duties and responsibilities

- i. Welcomes, greets and builds sustainable relationships and trust with customers.
- ii. Identifies and assesses customers' needs and addresses client requests in a manner that helps achieve client satisfaction and exceed their expectations.
- iii. Manages customer queries and provides appropriate solutions, alternatives, follow-ups to resolution.
- iv. Provides accurate, valid and complete information by using the right methods/tools.
- 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 foster reliable networks with stakeholders.
- vii. Manages and motivates junior staff by also adopting a two way feedback mechanism.
- viii. Reviews work processes and 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.
- ix. Follows established policies, procedures and guidelines. Cross- checks work processes of junior staff and ensures that work systems are well maintained as per established standard operating procedures and KPIs.
- x. Foster 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".
- xi. Supervises, coaches, trains and develops junior staff to fulfill tasks within set quality Service standards.
- xii. Creates and maintains reports about customer interactions and disseminating documentation through the established communication channels.
- xiii. Provides administrative support to superiors/management as may be requires.
- xiv. Undertake any other tasks, which the superior may delegate to them, as may be required; and
- xv. Any other duties as directed by the Principal Permanent Secretary.