

Anness A

Ministeru	Ministeru għal Għawdex
L-impjieg	Assistant Manager



GVERN TA' MALTA
MINISTERU GĦAL GĦAWDEX

Pjazza San Franġisk, ir-Rabat, Għawdex

Dmirijiet u responsabbiltajiet

- i. Jipprovdi servizzi ta' Customer Care lill-klijenti tat-Taqsima għar-Regolamentazzjoni tal-Ghasafar Selvaġġi (WBRU) skont id-Direttiva 4-1, “Standards għal servizz ta' eċċellenza offrut mill-amministrazzjoni pubblika lill-pubbliku u lill-impjegati pubbliċi”, billi jidentifika u jivvaluta l-ħtigijiet tal-klijenti, jittratta l-mistoqsijiet skont il-politiki, il-proċeduri u l-linji gwida stabbiliti, u jipprovdi assistenza effiċjenti, kompetenti u konsistenti, informazzjoni u soluzzjonijiet xierqa, b'segwitu effettiv sabiex jiżgura s-sodisfazzjon tal-klijenti;
- ii. Jassisti fit-tweġib tal-korrispondenza u fl-iżvilupp u t-tixrid ta' kontenut ta' komunikazzjoni permezz tal-websajt, il-midja soċjali u mezzi oħra rilevanti;
- iii. Jassisti fl-amministrazzjoni tal-proċeduri ta' liċenzjar u permessi għal attivitajiet regolati mill-WBRU, inkluża l-ġestjoni u ż-żamma ta' databases u sistemi tal-IT rilevanti, kif ukoll l-użu ta' għodod tal-GIS u sistemi diġitali oħra biex jappoġġjaw il-funzjonijiet tat-Taqsima;
- iv. Jassisti fl-amministrazzjoni ta' tranżazzjonijiet finanzjarji relatati mal-funzjoni tal-Customer Care, inklużi l-ħlasijiet, l-irċevuti u ż-żamma tar-rekords rilevanti;
- v. Jirrevedi l-proċessi tal-Customer Care u l-feedback riċevut u jagħmel rakkomandazzjonijiet biex itejjeb l-effiċjenza, l-effettività u l-kwalità tas-servizz ipprovdut;
- vi. Jipprovdi appoġġ amministrattiv lis-superjuri/maniġment kif ikun meħtieġ;
- vii. Jikkontribwixxi għar-rappurtar regolari inkluż ir-Rapport Annwali u l-Ippjanar tan-Negozju;
- viii. Iwettaq kull dmir ieħor kif meqjus meħtieġ mill-Kap tat-Taqsima tar-Regolamentazzjoni għall-Ghasafar Selvaġġi fil-qadi ta' dmirijietu;
- ix. Kwalunkwe kompitu ieħor li s-superjur jista' jiddelega lilhom, skont il-ħtieġa; u
- x. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

Annex A



GOVERNMENT OF MALTA
MINISTRY FOR GOZO

St. Francis Square, ir-Rabat, Għawdex

Ministry	Ministry for Gozo
Job title	Assistant Manager

Duties and responsibilities

- i. Provides Customer Care services to clients of the Wild Birds Regulation Unit (WBRU) in accordance with Directive 4-1, “Standards for service of excellence offered by the public administration to the public and to public employees”, by identifying and assessing customer needs, handling queries in line with established policies, procedures and guidelines, and providing efficient, knowledgeable and consistent assistance, appropriate information and solutions, with effective follow-up to ensure customer satisfaction;
- ii. Assists in the handling of correspondences and supports the development and dissemination of communication content through the website, social media and other relevant channels;
- iii. Assists in the administration of licensing and permitting procedures for activities regulated by the WBRU, including the management and maintenance of relevant databases and IT systems, and the use of GIS tools and other digital systems to support the Unit’s functions;
- iv. Assists in the administration of financial transactions related to the Unit’s customer care function, including payments, receipts and the maintenance of relevant records;
- v. Reviews customer care processes and feedback and makes recommendations to improve the efficiency, effectiveness and quality of the service provided;
- vi. Provides administrative support to superiors / management as may be required;
- vii. Contributes to regular reporting including Annual Report and Business Planning;
- viii. Performs any other duties as deemed necessary by the Head of Wild Birds Regulation Unit in the discharge of his/her duties;
- ix. Undertakes any other tasks, which the superior may delegate to them, as may be required; and
- x. Any other duties as directed by the Principal Permanent Secretary.