Anness A

Ministeru	Ministeru għal Għawdex
L-impjieg	Senior Customer Care Officer

GVERN TA' MALTA
MINISTERU GĦAL GĦAWDEX
Pjazza San Frangisk, ir-Rabat, Għawdex

Dmirijiet u responsabbiltajiet

i. Jittratta, jevalwa u jagħmel is-segwitu tal-ilmenti, it-talbiet u r-rapporti li jaslu mingħand il-membri tal-pubbliku dwar tiswijiet fil-bankini, il-bini mill-ġdid u t-tiswija ta' ħitan tas-sejjieħ, xogħlijiet ta' manutenzjoni relatati mat-toroq u xogħlijiet oħra ta' manutenzjoni ġenerali li jaqgħu taħt il-kompetenza tad-Direttorat tal-Manutenzjoni u Indafa Pubblika;

ii. Jaġixxi bħala punt ta' kuntatt bejn il-membri tal-pubbliku, il-Kunsilli Lokali, entitajiet oħra tal-Gvern u s-sezzjonijiet rilevanti fi ħdan id-Direttorat, sabiex jiffaċilita l-valutazzjoni, il-koordinazzjoni u r-riżoluzzjoni f'waqtha tat-talbiet relatati mal-manutenzjoni;

iii. Jikkollabora mal-uffiċjali tekniċi, is-superviżuri u persunal rilevanti ieħor biex jorganizza spezzjonijiet fuq il-post, jistabbilixxi l-ambitu u l-ħtiġijiet tal-interventi ta' manutenzjoni, jikkoordina r-riżorsi meħtieġa u jiżgura li x-xogħlijiet jitwettqu skont l-istruzzjonijiet u l-ispeċifikazzjonijiet mogħtija mill-uffiċjali kompetenti;

iv. Iżomm reġistru organizzat tat-talbiet u l-ilmenti li jaslu, inklużi n-natura tagħhom, il-post, il-prijorità, il-persunal assenjat, l-azzjoni meħuda, il-progress u l-istatus tat-tlestija, filwaqt li jiżgura li l-każijiet pendenti jiġu segwiti fil-ħin u b'mod sistematiku;

v. Jimmonitorja l-progress u t-tlestija tax-xogħlijiet ta' manutenzjoni skont l-iskedi miftiehma u l-prijoritajiet operattivi, jidentifika dewmien jew diffikultajiet li jaffettwaw l-implimentazzjoni, jieħu l-azzjoni xierqa fil-limiti tal-awtorità delegata lilu u jirreferi kwistjonijiet li jeħtieġu intervent ulterjuri lill-uffiċjali superjuri rilevanti;

vi. Jikkomunika mal-membri tal-pubbliku dwar l-istatus tat-talbiet tagħhom, l-interventi ppjanati u r-riżultat tax-xogħlijiet li jkunu tlestew, filwaqt li jiżgura li l-mistoqsijiet jiġu ttrattati b'mod professjonali, jingħata rispons xieraq u l-ilmenti dwar xogħlijiet mhux kompluti jew mhux sodisfaċenti jiġu segwiti kif meħtieġ;

vii. Jassisti lill-maniġment tad-Direttorat fit-tħejjija, l-implimentazzjoni u l-monitoraġġ ta' pjanijiet ta' xogħol fuq żmien qasir, medju u twil relatati mat-tiswijiet fil-bankini, il-bini mill-ġdid tal-ħitan tas-sejjieħ u attivitajiet oħra ta' manutenzjoni ġenerali, u jikkontribwixxi għall-allokazzjoni effiċjenti tal-persunal, it-tagħmir u l-materjali u għat-twassil f'waqtu tas-servizzi;

viii. Iżomm u jaġġorna r-reġistri, id-databases, is-sistemi ta' informazzjoni u l-għodod ta' rappurtar rilevanti li jintużaw biex jiġu rreġistrati u mmonitorjati t-talbiet għall-manutenzjoni, l-assenjazzjoni tax-xogħlijiet, l-iskjerament tal-iskwadri, il-progress tax-xogħlijiet u l-interventi li jkunu tlestew;

ix. Jaħdem fuq kwalunkwe dmir ieħor relatat mal-koordinazzjoni u s-superviżjoni tal-iskwadri tax-xogħol, l-allokazzjoni u l-monitoraġġ tal-kompiti ta' manutenzjoni, il-verifika tax-xogħlijiet kompluti u s-segwitu tat-talbiet tal-pubbliku li jista' jiġi delegat lilu mill-uffiċjal superjuri skont il-ħtiġijiet operattivi;

x. Kwalunkwe kompitu ieħor li s-superjur jista' jiddelega lilhom, skont il-ħtieġa; u

xi. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

Annex A

Ministry	Ministry for Gozo
Job title	Senior Customer Care Officer

GOVERNMENT OF MALTA
MINISTRY FOR GOZO

St. Francis Square, Victoria, Gozo

Duties and responsibilities

i. Handles, evaluates and follows up on complaints, requests and reports received from members of the public concerning pavement repairs, the rebuilding and repair of rubble walls, road-related maintenance works and other general maintenance works falling within the remit of the Maintenance and Public Cleansing Directorate;
ii. Acts as a point of contact between members of the public, Local Councils, other Government entities and the relevant sections within the Directorate, to facilitate the assessment, coordination and timely resolution of maintenance-related requests;
iii. Collaborates with technical officers, supervisors and other relevant personnel to organize site inspections, establishes the scope and requirements of maintenance interventions, coordinates the necessary resources and ensures that works are carried out in accordance with the instructions and specifications issued by the competent officers;
iv. Maintains an organized register of incoming requests and complaints, including their nature, location, priority, assigned personnel, action taken, progress and completion status, while ensuring that pending cases are followed up promptly and systematically;
v. Monitors the progress and completion of maintenance works in accordance with agreed schedules and operational priorities, identifies delays or difficulties affecting implementation, takes appropriate action within the limits of delegated authority, and refers matters requiring further intervention to the relevant senior officers;
vi. Communicates with members of the public regarding the status of their requests, planned interventions and the outcome of completed works, ensuring that enquiries are handled professionally, appropriate feedback is provided, and complaints concerning incomplete or unsatisfactory works are followed up as necessary;
vii. Assists the Directorate's management in preparing, implementing and monitoring short, medium and long-term work plans relating to pavement repairs, the rebuilding of rubble walls and other general maintenance activities, and contributes to the efficient allocation of personnel, equipment and materials and to the timely delivery of services;
viii. Maintains and updates the relevant registers, databases, information systems and reporting tools used to record and monitor maintenance requests, the assignment of works, the deployment of work crews, work progress and completed interventions;
ix. Carries out any other duties relating to the coordination and supervision of work crews, the allocation and monitoring of maintenance tasks, the verification of completed works and the follow-up of public requests that may be delegated by the senior officer in accordance with operational requirements;
x. Undertakes any other tasks, which the superior may delegate to them, as may be required; and
xi. Any other duties as directed by the Principal Permanent Secretary.