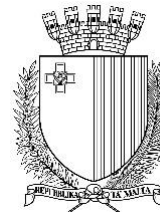


Anness A

Ministeru	<i>Ministeru għall-Edukazzjoni, l-Isport, iż-Żgħażaġh, ir-Riċerka u l-Innovazzjoni</i>
L-impjeg	<i>Customer Care Assistant</i>



MINISTERU GHALL-EDUKAZZJONI, L-ISPORT,
IŻ-ŻGHAŻAĠH, IR-RIĊERKA U L-INNOVAZZJONI
TRIQ L-ASSEDJU L-KBIR, FURJANA, MALTA

Dmirijiet u responsabbiltajiet

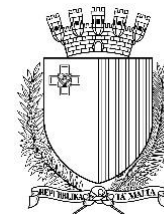
Id-dmirijiet ta' Customer Care Assistant jinkludu:

- 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 jaqbeż l-aspettattivi tagħhom;
- iii. Jimmaniġġja mistoqsijiet tal-klijenti u jjiapprovdi soluzzjonijiet, alternattivi, u jsegwi sakemm tintlaħaq riżoluzzjoni;
- iv. Jipprovdi informazzjoni preċiża, valida u kompleta bl-użu tal-metodi/għodod adattati;
- v. Jiżviluppa, jjiapproċessa 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-kontinwità tal-attivitajiet tax-xogħol internament u jrawwem netwerks affidabbli mal-partijiet interessati;
- vii. 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 l-effettività tal-funzjoni tal-kura tal-klijent u l-esperjenza tal-klijent;
- viii. Jsegwi politiki stabbiliti, proċeduri u linji gwida. Jiċċekkja l-proċessi tax-xogħol tal-junior staff u jiċċekja li s-sistemi tax-xogħol jinżammu sew skont proċeduri standard stabbiliti tal-operat u KPIs. Fejn ikun f'diffikultà, jfittex gwida mill-Uffiċjal responsabbli;
- ix. Jagħraf u jiżgura l-implimentazzjoni tad-Direttiva 4-1 "Standards għal servizz ta' eċċellenza offrut mill-amministrazzjoni pubblika lill-pubbliku u lill-impjegati pubbliċi";
- x. Joħloq u jzomm rapporti dwar l-interazzjonijiet tal-klijenti u t-tixrid tad-dokumentazzjoni permezz tal-kanali tal-komunikazzjonijiet stabbiliti;
- xi. Jipprovdi appoġġ amministrattiv lis-superjuri / management kif jista' jkun meħtieġ;
- xii. Kwalunkwe komputu ieħor li s-superjur jista' jiddelega lilu/ha, kif jista' jkun meħtieġ; u
- xiii. Kwalunkwe dmir ieħor hekk kif ordnat mis-Segretarju Permanenti Ewlieni.

L-impjegati jistgħu jkunu meħtieġa li jaħdmu skedi differenti skont l-esiġenzi tas-servizz, inkluż is-Sibt filgħodu.

Annex A

Ministry	<i>Ministry for Education, Sport, Youth, Research and Innovation</i>
Job title	<i>Customer Care Assistant</i>



MINISTRY FOR EDUCATION, SPORT, YOUTH,
RESEARCH AND INNOVATION
GREAT SIEGE ROAD, FLORIANA, MALTA

Duties and responsibilities

The duties of a Customer Care Assistant include:

- i. Welcome, greet and build sustainable relationships and trust with customers;
- ii. Identify and assess customers' needs and address client requests in a manner that helps achieve client satisfaction and exceed their expectations;
- iii. Handle customer queries and provide appropriate solutions, alternatives, follow-ups to resolution;
- iv. Provide accurate, valid and complete information by using the right methods/tools;
- v. Develop, process and maintain customer accounts, keeping a record of all actions;
- vi. Work as a team member and ensure coordination and continuity of work activities internally and foster reliable networks with stakeholders;
- vii. Review work processes and collate internal and external feedback and make recommendations to the team and superiors to innovatively improve the efficiency and effectiveness of the customer care function and the customer experience;
- viii. Follow established policies, procedures and guidelines. Cross-check work processes of junior staff and ensure that work systems are well maintained as per established standard operating procedures and KPIs. Where in difficulty, seek guidance from the responsible Officer;
- ix. Awareness and ensure implementation of Directive 4-1 "Standards for service of excellence offered by the public administration to the public and to public employees";
- x. Create and maintain reports about customer interactions and disseminating documentation through the established communication channels;
- xi. Provide administrative support to superiors / management as may be required;
- xii. Undertake any other tasks, which the superior may delegate to him/her, as may be required; and
- xiii. Any other duties as directed by the Principal Permanent Secretary.

Employees may be required to work different timetables according to the exigencies of the service, including Saturday morning.