



# NATIONAL ENVIRONMENT AND PLANNING AGENCY

## JOB DESCRIPTION AND SPECIFICATION

<b>JOB TITLE:</b>	Customer Service Assistant
<b>JOB GRADE:</b>	4
<b>POST NUMBER:</b>	
<b>DIVISION:</b>	Applications Management
<b>BRANCH:</b>	Applications Secretariat Branch
<b>REPORTS TO:</b>	Manager, Applications Secretariat
<b>ACCOUNTABLE TO:</b>	
<b>MANAGES:</b>	n/a

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent.

This document is validated as an accurate and true description of the job as signified below:

\_\_\_\_\_  
Employee Date

\_\_\_\_\_  
Manager/Supervisor Date

\_\_\_\_\_  
Head of Department/Division Date

\_\_\_\_\_  
Date received in Human Resource Division Date Created/revised

### **Strategic Objectives of the Division/Branch:**

The Applications Management Division contributes to advancing national sustainable development through management of the Natural and Built Environment by providing its customers and various stakeholders with a customer-oriented one-window central point of interface to process applications for permits and licences and offer technical advice on Development approval.

The work of the Division is carried out through three branches namely:

1. ***Applications Management*** –Processes all applications for permits and licences inclusive of: Planning (Non-TCPA and TCPA), Subdivision (9 lots and under and 10 lots and over), Enquiry, Beach Licence, Environmental Permit and Environmental Licence, It also contributes to the preparation of development plans and development orders as well as policies and guidelines.
2. ***Applications Secretariat Branch*** – Customer service center and back office support for application processing.
3. ***Development Assistance Centre*** – Provides technical advice and guidance to investors through the pre-application for Development approval.

### **Job Purpose:**

Provides assistance in the implementation of the Branch's policies by ensuring that proper records are kept; information is retrieved in an efficient manner; database is updated and to assist in monitoring the applications process to achieve the 90-day target

### **Key Outputs:**

- Current and updated Client register maintained
- Subdivision/planning notification letters prepared and dispatched
- New applications entered in AMANDA

### **Key Responsibility Areas:**

#### **A. Administrative**

1. Assists in preparing updated reports and issues relevant documents to proponents and other clients.
2. Assists in providing administrative services to the Internal Review Committee, Technical Review Committee and Sub-division committee.
3. Assists in preparing monthly, quarterly and annual status report on Applications submitted to the Agency.
4. Assists in collating project reports in collaboration with the Technical Branches

5. Liaises with the local Planning Authority and other related Agencies as required.
6. Responds to queries from the public.

#### **B. Technical/ Professional Responsibilities**

1. Maintains manual/electronic register/database of applications
2. Dispatches applications to Technical Branches and provides other pertinent information to the Branches as required.
3. Assists with the mapping and tracking of applications.
4. Assists in monitoring the activities of the Applications process.

#### **C. Other**

The incumbent may from time to time be assigned duties not specifically outlined within the job description but are however within the capacity, qualifications and experience normally expected from a person occupying this position.

#### **Authority**

None

#### **Performance Standards:**

- Analysis and reports are accurate and submitted within agreed timeframe.
- Manual/electronic register/database are maintained.
- Applications are dispatched to the Technical Branches in a timely basis.
- Administrative services are provided to the Internal Review, Technical Review and Sub-division Committees as required
- Reports (monthly, quarterly, annual) are prepared on time.
- Local Planning Authority and other related agencies are provided with technical and other information as required
- Fees due are collected, receipts are prepared and issued and closing balances reported to Finance & Accounts Branch
- Queries from the public are responded to promptly and accurately
- Accuracy and is consistently maintained.
- Confidentiality and integrity are maintained in the execution of duties.

- Stipulated deadlines, and quality standards are consistently met.
- Agency policies and procedures are adhered to.

**Internal and External Contacts (*specify purpose of significant contacts*):**

**(i) Internal**

<b>Contact (Title)</b>	<b>Purpose of contact</b>
Manager, Applications Secretariat	Provide information, reporting, responding to queries
Coordinators	Provide information, reporting, responding to queries

**(ii) External Contact (required for the achievement of the position's objectives)**

<b>Contact (Title)</b>	<b>Purpose of Contact</b>
Clients	Provide information, reporting, responding to queries

**Working Conditions**

- Typical office environment, no hazardous conditions.

**Required Competencies (*Core and technical to be specified*):**

- Good written and oral communication skills
- Good interpersonal skills
- Customer service oriented
- Excellent time management and organizing skills
- Good research and analytical skills
- Competence in the use of word processing, spreadsheet and other office computer applications.

**Minimum Required Education and Experience**

- CPS or Diploma in Secretarial/Administrative Studies from a recognized institution or Certificate in Administrative Management Level 2
- Four (4) GCE O'Level/CXC subjects at General Proficiency including Mathematics or a numerate subject and English Language
- One year related work experience.
- Knowledge of Customer service principles and practices would be an asset