

CALL FOR APPLICATIONS

MANAGER CUSTOMER CARE

At the Occupational Health & Safety Authority (OHSA)

Interested Applicants are kindly requested to submit:

- Letter of Intent,
- Curriculum Vitae (CV),
- Copies of any qualifications.
- Any other pertinent documents.
- Police Conduct must be presented and should be issued within the last month.

Applications are to be submitted to recruitment.ohsa@ohsa.mt by not later than 20th December 2024.

Receipt of applications will be confirmed.

Job Title	Manager Customer Care
Grade/ Contract Type	Managerial Grade, Indefinite Contract Post is Full-time (40h) per week and a 1-year Probation Period
Remuneration and Benefits	Basic Salary Gross for 2024: €37,600 Expense Allowance: €4,300 Communication Allowance: €1,800 Responsibility Allowance: €4,200 Transport Allowance: €4,658 Performance Bonus up to a Maximum of 15% <i>This remuneration is based on the collective agreement for Managers 2023-2027</i>

Job Description & Key Responsibilities

- Welcomes, greets and builds sustainable relationships and trust with customers.
- Identifies and assesses customers' needs and addresses client requests in a manner that helps achieve client satisfaction and exceed their expectations.
- Manages customer queries and provides appropriate solutions, alternatives, follow-ups to resolution.
- Provides accurate, valid and complete information by using the right methods/tools.
- Develops, processes and maintains customer accounts, keeping a record of all actions.
- Works as a team member and ensures coordination and continuity of work activities internally and foster reliable networks with stakeholders.
- Manages and motivates junior staff by also adopting a two-way feedback mechanism.
- 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.
- 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.
- 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".
- Supervises, coaches, trains and develops junior staff to fulfil tasks within set quality service standards.
- Creates and maintains reports about customer interactions and disseminating documentation through the established communication channels.
- Provides administrative support to superiors/management as may be requires.
- Undertakes any other tasks, which the CEO may delegate to him/her, as may be required.

Eligibility & Personal skills Requirements

By the closing time and date of this call for applications, applicants must be:

- i.
 - a. citizens of Malta; or
 - b. citizens of other Member States of the European Union who are entitled to equal treatment to Maltese citizens in matters of employment by virtue of EU legislation and treaty provisions dealing with the free movement of workers; or
 - c. citizens of any other country who are entitled to equal treatment to Maltese citizens in matters related to employment by virtue of the application to that country of EU legislation and treaty provisions dealing with the free movement of workers; or
 - d. any other persons who are entitled to equal treatment to Maltese citizens in matters related to employment in terms of the law or the above-mentioned EU legislation and treaty provisions, on account of their family relationship with persons mentioned in paragraph (a), (b) or (c); or
 - e. third country nationals who have been granted long-term resident status in Malta under regulation 4 of the Status of Long-Term Residents (Third Country Nationals) Regulations, 2006 or who have been granted a residence permit under regulation 18(3) thereof, together with family members of such third country nationals who have been granted a residence permit under the Family Reunification Regulations, 2007; or
 - f. in possession of a residence document issued in terms of the “Residence Status of United Kingdom Nationals and their Family Members in Malta in accordance with the Agreement on the Withdrawal of the United Kingdom and Northern Ireland from the European Union and the European Atomic Energy Community Regulations”.

The advice of the Citizenship Unit within Community Malta Agency and the Expatriates Unit within *Identita`* should be sought as necessary in the interpretation of the above provisions.

The appointment of candidates referred to at (b), (c), (d) and (e) above would necessitate the issue of an employment licence in so far as this is required by the Immigration Act and subsidiary legislation. Jobsplus should be consulted as necessary on this issue.

- ii. able to communicate in the Maltese and English languages

AND

- in possession of a recognized Masters degree at MQF Level 7 (subject to a minimum of 90 ECTS/ECVET credits or equivalent*) in Communications, or Maltese Language **OR** in relevant areas as determined by Management.
- A recognized Masters qualification with a minimum of 60 ECTS/ECVET credits is only accepted subject to an MQRIC formal Master's recognition statement being submitted with the application. A recognized master's qualification from the University of Malta (awarded pre-2009) with less than 60 ECTS/ECVET credits is acceptable provided that it is verified by MQRIC that the workload is comparable to at least 60 ECTS/ECVET credits.

OR

- in possession of a recognized Bachelor's Degree at MQF Level 6 (subject to a minimum of 180 ECTS/ECVET credits or equivalent**) Communications, or Maltese Language **OR** in relevant areas as determined by Management and 3 years of satisfactory experience.

(i) Qualifications at a level higher than that specified above will be accepted for eligibility purposes, provided they meet any specified subject requirements.

(ii) Moreover, candidates who have not yet formally obtained any of the qualifications will still be considered. Such candidates are to submit evidence that they have been approved for the award for the qualification in question.

(iii) Furthermore, candidates who are following a recognised program of study of a higher MQF level than that requested above will also be considered. Such candidates are to submit evidence that they have successfully completed the necessary ECTS/ECVET credits, or equivalent, and attained the required MQF level, by the closing time and date of the call for applications.

****A recognized qualification comparable to 180 ECTS/ECVET credits, as applicable is only accepted subject to an MQRIC formal recognition statement being submitted with the application.**

- Skills:

- strong interpersonal skills, in particular the ability to be assertive
- strong analytical and reasoning abilities
- excellent oral and written communication skills in Maltese & English
- have the ability to meet strict deadlines
- expected to be fully conversant with mainstream Office software in use at the Occupational Health & Safety Authority. The current software in use at the Occupational Health & Safety Authority is O/S Win 11, MS Office 365 Pro

- Experience:

- Ability to further demonstrate or show track record of additional experience, in a similar role other than as quantified above (in clause ii), will be considered an asset.



Other Required Skills

Clean criminal record,
Reliable nature and loyal disposition,
A team player,
Able to manage sensitive situations and information with confidentiality.

JobsPlus Permit Number: 1111/2024