



Applications are invited for suitable qualified candidates to fill the following positions within the Business Services Division at the National Land Agency.

**SUPERVISOR, CALL CENTRE SERVICES- LEVEL 6
(VACANT)**

This position reports to the Manager, Marketing and Public Relations.

Job Purpose

To ensure the efficient operation of the Call Centre by organizing and directing the day-to-day activities of the Centre, along with providing training and guidance to Call Centre Service Officers.

Key Responsibilities:

Management/Administrative Responsibilities

- Ensures that the Call Centre Service Officers meet the required performance standards
- Communicates relevant information to the team in a timely manner
- Conducts performance appraisal and makes relevant recommendations for improvement
- Assist in the development of work plans for the Unit
- Assist in the preparation of reports on the performance of the Call Centre

Technical/Professional Responsibilities

- Provides coaching and on-going feedback to ensure highest levels of sales conversions and customer service excellence
- Analyses call center environment to ensure alignment with goals and objectives
- Monitors the team's actions to ensure policy compliance
- Maintains strategy to ensure customer satisfaction on all customer interactions
- Ensures adherence to process methodologies to maximize performance and productivity
- Provides team motivation and development to maximize performance
- Handles escalated calls as necessary in order to ensure quality customer service
- Ensures that the Call Centre environment and its equipment are in a state of readiness
- Monitors and measures service delivery to ensure compliance with established standards
- Assess performances with metrics to include calls left waiting, calls missed etc.
- Create a standard script for employees to refer if needed
- Evaluates the quality of customer service calls from customers and provides feedback to Call Centre Officers on strengths and areas for improvement

Other Responsibilities

- Maintains confidentiality, discipline, and work ethic
- Performs other related duties assigned from time to time by the Manager or Senior Director.

Required Skills/ Competencies

The post-holder should be able to demonstrate:

- Excellent interpersonal skills
- Good leadership, coaching, dispute resolution and mediation skills
- Excellent verbal and written communication skills
- Good critical thinking and creative skills
- Ability to work under pressure, meet deadlines
- A positive and professional attitude
- Sound Work Ethics
- Ability to use computer software
- Effective problem analysis and problem solving skills
- Excellent knowledge of the products and services of the Agency
- Resilience

Minimum Required Qualifications and Experience:

- Undergraduate degree in Business Administration/Management Studies/ Communication or related field from a recognized tertiary institution.
- Certificate in Supervisory Management
- At least three (3) years' experience in a Call Centre or similar post

Remuneration Package: - Salary Range: \$3,501,526.00 - \$4,709,163.00 p.a.

A letter of application accompanied by a Résumé should be submitted no later than

Monday, May 26, 2025 to jobapplications@nla.gov.jm for the attention of:

The Director, Human Resource Management & Development

National Land Agency

8 Ardenne Road

Kingston 10

We appreciate all responses, but only shortlisted applicants will be contacted.