Applications are invited from suitably qualified candidates to fill the following positions within the **BUSINESS SERVICES DIVISION,** at the National Land Agency.

CUSTOMER SERVICE STANDARD SPECIALIST
(LEVEL 6, BAND 7-VACANT)

This position reports to the Manager, Customer Service.

Job Purpose

Evaluates and audits service delivery and quality standards of the work of Customer Service, Call Centre Service and Mapping Officers engaged in providing information on products and services in a timely manner.

Key Responsibilities:

Management/Administrative Responsibilities

- Assists with the development of corporate and operational plans for the Branch.
- Assists with the review of policies and procedures and ensures their implementation.
- Provides leadership through example and sharing of knowledge and skills.
- Monitors the Citizen's Charter of the Agency.
- Prepares reports on status of work activities in the Unit.
- Visits to Customer Service, Call Centre Service and Mapping Officers areas to ensure that they deliver quality service based on the established standards.

Technical /Professional Responsibilities

- Quality Assurance Monitoring – Perform routine monitoring of customer interactions through all communication channels and report all issues, trends, training needs, etc. to respective management. This includes working with team management to develop objective monitoring criteria.
- Quality Control – Review and validate all Quality Control errors logged by operational teams to analyze trends and report to management on a regular basis.
- Operational Process Improvement – Suggest and assist in implementation of operational process improvement initiatives on a regular basis, as well as though long-term projects.
- Projects and Assignments – Short and long-term projects, assignments and responsibilities, whether or not related to aforementioned responsibilities, may be assigned by management at any time.
- Designs programmes specifically for prospective customers.
- Monitors customers' contact areas to ensure that they are served in a timely manner.
- Recommend improvement as is necessary.
- Measures customers' service delivery to ensure compliance with established standards.
- Assists with designing and delivery of customer service training for staff.
- Take the initiative to continuously improve service delivery.
- Determines quality standards by studying customer contact areas, inbound and outbound calls and customer service presentations; conducting test calls to telemarketing service representatives and mystery shopping techniques on new products.
- Verifies results by measuring skills in use of scripts, product knowledge, sales and service ability, greeting, diction, listening, etiquette, objection handling, efficiency, and courteous close of call.

- Provides feedback to Customer Service, Call Centre Service and Mapping Officers by monitoring contact areas and calls; monitoring feedback for external vendor programs; conducting monthly help sessions.
- Evaluates approaches by rating effectiveness of service representatives; providing quality ratings; identifying training needs; developing training programs; conducting training.
- Directs quality initiatives by requiring adherence to quality assurance policies and procedures; developing new models; implementing changes.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed

Required Skills/ Competencies

The post-holder will be able to demonstrate:

- Excellent interpersonal, oral and written communication skills.
- Sound knowledge of the products and services of the Agency.
- Prior experience in quality monitoring is preferred.
- Excellent time management skills and the ability to work on own initiative.
- Ability to handle high workload and to work well under pressure.
- Good team player, judgment and problem-solving skills.
- Proficiency with Microsoft Office applications such as Word, Excel and PowerPoint.

Minimum Required Qualifications and Experience:

- An undergraduate degree in Business Administration or related field.
- Certificate in Supervisory Management.
- Three (3) years' experience at a supervisory level in a customer service or sales environment. (Experience in an ecommerce or call center environment preferred).
- Data analysis skills with the ability to generate and interpret performance-related data.

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 **August 28, 2026** to jobapplications@nla.gov.jm for the attention of:

The Director, Human Resource Management & Development
National Land Agency
35 Hope Road
Kingston 10

Interested applicants should submit their **application letter and résumé in PDF format**, with the **job title clearly indicated in the email subject line**.

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