



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

**CALL CENTRE SERVICE OFFICER- LEVEL 4
(4 VACANT POSITIONS)**

This position reports to the Supervisor, Call Centre Services.

Job Purpose

To ensure that all incoming queries are answered, information provided, and orders taken.

Key Responsibilities:

- Answers calls and responds to emails
- Handles customer inquiries via telephone and by email
- Researches required information using available resources
- Manages and resolves customer complaints
- Provides customers with product and service information
- Enters new customer information into database
- Updates existing customer information
- Processes orders, forms and applications
- Identifies and escalates priority issues
- Routes calls to appropriate resource personnel
- Pursues customers' calls where necessary
- Produces call reports

Other Responsibilities

Maintains confidentiality, discipline, and work ethic.

Performs other related duties assigned from time to time by the Supervisor, Manager, or Director.

Required Skills/ Competencies

The post-holder will be able to demonstrate:

- Excellent oral and written communication skills
- Good organizational skills and attention to details
- Good judgment and problem solving skills
- Ability to work in a team environment
- Ability to tolerate stress
- Sound work ethics
- Resilience

- Proficient in relevant computer applications
- Good data entry and typing skills

Minimum Required Qualifications and Experience:

- 5 CXC subjects including English and a numeric subject
- Certificate in either Paralegal Studies, Business Administration, Marketing, Psychology or a related field
- One year's experience in a Call Centre or Customer Service environment

Remuneration Package: - Salary Range: \$ 1,711,060.00 - \$ 2,301,185.00 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.