

## ***Client Service Specialist***

ttconnect – Sangre Grande

ttconnect – Ministry of Trade and Industry (Nicholas Towers, POS)

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### **POSITION CLARIFICATION:**

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Reporting to the Service Centre Manager, the CSS provides excellent client service interactions by serving as the primary front-facing representative on behalf of the company to all potential and existing clients and ensures that all clients' requirements are met.

The CSS provides direct one-on-one servicing to clients who apply for or may need assistance in applying for services and programmes offered by Government Ministries, Divisions and Agencies (MDAs) as well as clients who may need information and guidance on said Government services and programmes.

The CSS is required to provide service primarily through the following channels:

- Service Centres
- Express Buses
- Hotline – (email and telephone)
- ttGovChat – (online chat and submitted tickets)

The methods by which these channels provide customer interactions include face-to-face, over-the-telephone, emails, online chat and ticket resolution.

The CSS may also be required to access the following channels to perform his/her role.

- Online Portal
- Mobile Portal
- Kiosks
- Any other channels which are launched

In the delivery of assigned tasks, roles and responsibilities, the CSS is required to be punctual to all assigned rosters. Additionally, the CSS will be required as scheduled, to provide external client interactions at various locations with the ttconnect Express buses and at the offices of participating MDAs. These locations also include rural areas across the country.

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**KEY AND CRITICAL RESPONSIBILITIES INCLUDE:**

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- Provide the needed professionalism to meet clients' expectations in ttconnect's facilitation of the Government of the Republic of Trinidad and Tobago (GoRTT) services and information via face-to-face and non-face-to-face interactions, at ttconnect channels as assigned (existing and future).
- Record and process completed application forms for all Government MDAs that have confirmed memorandums of understanding and service level agreements with iGovTT.
- Enhance the iGovTT and ttconnect brands by ensuring positive feedback from all customers.
- Achieve set KPIs for assigned ttconnect channels.
- Work a shift system between the hours of 7:00 a.m. to 6:00 p.m. (Monday to Friday) and 8:00 a.m. to 12:00 p.m. on Saturday (except Public Holidays).
- Display a courteous and empathetic attitude to all customers.
- Communicate professionally with all peers, supervisors, service suppliers, customers and the public.
- Manage and update clients' files with complete and accurate information.
- Support the Service Centre Manager as a liaison between stakeholders and ttconnect unit and stay abreast of the existing, newly released and anticipated services from GoRTT.
- Work with managers to establish and maintain a service knowledge base on the provision of said services.
- Input accurate information into the Customer Relationship Management (CRM) System and other relevant databases as needed for service delivery.
- Sort, record and collate daily client transactions for transmission to relevant MDAs as agreed to in service level agreements.
- Record and investigate client queries and complaints and provide feedback for resolution.
- Assist clients to use self-serve computers and kiosks for accessing Government information and services.
- Monitor clients' suggestions and comments and provide recommendations and feedback for service improvements to Service Centre Manager.
- Provide support for administrative duties as it relates to the functioning of the Service Centre.
- Assist in resolving situations that may arise due to dissatisfied clients.

- Produce and submit daily readiness reports and assist in the preparation of periodic and miscellaneous reports as required.
- Assist with the development and implementation of projects including promotional activities.
- Assist with the preparation of material/service requisitions.
- Perform other related duties as directed by Head (ttconnect), Service Centre Managers and or Channel Specialists.

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**KEY COMPETENCIES:*****Knowledge & Experience:***

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- At least 2 to 4 years' experience in a client service or sales environment
- Possesses excellent interpersonal, communication and problem solving skills
- Demonstrates a very keen understanding of client service delivery
- Has a keen sense of the need for client service excellence and can deliver the same.
- Displays a keen sense of teamwork
- Strong attention to details
- Must demonstrate excellent organizational and time management skills
- Should be able to display strong and well-developed communication (verbal and written), customer-service, interpersonal, listening, emotional intelligence and problem-solving skills, as well as a high level of flexibility

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***Education/Accomplishments:***

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- Five (5) CXC O' Levels including Math and English.
- Two (2) Advanced Level G.C.E/CAPE subjects will be considered an asset.
- Must be proficient in Microsoft Office including MS Word, MS Excel, MS PowerPoint and a working knowledge of the CRM Application.

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**How to apply:**

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- Applicants are to submit their applications via email to [igovtt-careers@igovtt.tt](mailto:igovtt-careers@igovtt.tt) stating Name, Position being applied for and Contact Information in the subject line. Deadline date for the submission of applications: **10 June 2019**.

***Please be advised that only suitably qualified candidates shall be contacted.***

**NATIONAL INFORMATION AND COMMUNICATION TECHNOLOGY COMPANY LIMITED**  
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**[www.igovtt.tt](http://www.igovtt.tt)**