

MPO/71/2003

MPO CIRCULAR No. 56/2010

MANAGEMENT & PERSONNEL OFFICE
Office of the Prime Minister
Auberge de Castille
Valletta VLT 2000

19th July 2010

To: Permanent Secretaries
Directors-General
Directors
Heads of Public Sector Organisations

**ENGAGEMENT ON ASSIGNMENT
IN THE POSITION OF CUSTOMER RELATIONSHIP OFFICERS
IN THE SOCIAL POLICY INFORMATION CENTRE (SPIC),
INFORMATION MANAGEMENT UNIT,
MINISTRY OF EDUCATION, EMPLOYMENT AND THE FAMILY**

In accordance with clause 3.1 of the current Collective Agreement, nomenclatures denoting the male gender include also the female gender.

1. The Public Service Commission invites applications from serving Public Officers who hold an appointment with a Salary Scale not below Scale 16 for the position of Customer Relationship Officer in the Social Policy Information Centre (SPIC), Ministry of Education, Employment and the Family. Serving public officers in the Malta Public Service in a Salary Scale not below Scale 16 who are on secondment or on loan to Parastatal Organizations may also apply.
- 2.1 The selected candidate will enter into a 36-month assignment as a Customer Relationship Officer in the Social Policy Information Centre (SPIC). Unsatisfactory performance as Customer Relationship Officer during the assignment period will lead to termination of the assignment.
- 2.2. If a selected candidate is a Public Officer holding a substantive grade/indefinite status in the Malta Public Service, he/she will retain his/her substantive/indefinite status grade during the assignment period and will revert to his/her substantive grade/indefinite status on termination of assignment.
- 2.3. If a selected candidate is a Public Officer holding a substantive grade/indefinite status in the Malta Public Service and is appointed to a grade with a Salary Scale higher than Scale 14, he/she will be expected to relinquish the duties of Customer Relationship Officer and be transferred to duties pertinent to his/her new grade. However, if the substantive salary of a selected candidate becomes higher than Salary Scale 14 through progression, he/she will be allowed to complete his/her term of engagement as provided by the assignment in force.
3. The salary attached to the position of Customer Relationship Officer is equivalent to the maximum of Salary Scale 14 (currently €14,033 per annum). For the purpose of Pensions Ordinance (Cap.93), the difference between the salary to which the selected candidate is entitled by virtue of the substantive grade and the salary of the position will be paid as a non-pensionable allowance, in case he/she is a Public Officer holding a substantive grade in the Malta Public Service.
4. The duties of Customer Relationship Officer in the Social Policy Information Centre (SPIC) include:

- a) Providing courteous, accurate and timely responses to callers requesting information through the Call Centre;
- b) Explaining regulations, programmes or services operated within the Ministry of Education, Employment and the Family (Social Solidarity);
- c) Notifying the supervisor of repetitive problematic issues where a possible pattern may exist;
- d) Providing assistance in obtaining needed information or services through various information delivery channels;
- e) Verifying the identity of the caller to ensure that information is provided to the authorised person;
- f) Processing and recording customer request information electronically;
- g) Providing information to the caller regarding the functions, operations and procedures necessary to obtain services from departments and agencies within the Ministry's portfolio;
- h) Providing instructions and assistance for the compilation of forms and their eventual processing;
- i) Conducting information searches through the use of information systems and databases;
- j) Referring callers to specialised information or assistance services where the request merits such referral;
- k) Assisting the supervisor in the resolution of complex inquiries;
- l) Other duties as assigned by the Operations Executive or SPIC Manager;
- m) Any other duties according to the exigencies of the Service as directed by the Principal Permanent Secretary.

Prospective applicants should note that the position is largely phone-based. 95% of the duties will be carried over the phone.

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

Public Officers in the Malta Public Service in a salary scale not below scale 16, with at least three (3) years experience in disseminating and providing information to the public, and who are fluent in the Maltese and English Languages.

- 6.1. Due consideration will be given to applicants who:

- a) have a good understanding of Social Welfare services;
- b) are familiar with Social Security information systems;
- c) have excellent telephone and communication skills;
- d) demonstrate good knowledge in handling databases;
- e) have fluency in a third language besides Maltese and English.

- 6.2. Selected candidates will be expected to undergo a period of intensive training on the duties of Customer Relationship Officer, as well as to attend government sponsored courses as and when necessary.

- 6.3 Selected candidates will be expected to work on shift basis of 40 hours per week. A shift allowance shall be paid accordingly.

- 7.1 Persons registered with the National Commission Persons with Disability (NCPD) may be given reasonable accommodation in terms of Section 7 of the Equal Opportunities (Persons with Disability) Act, (Cap 413), even if they do not satisfy in full the eligibility requirements for this position provided they can carry out, in essence, the duties related to the position and subject to the concurrence of the Management and Personnel Office and approval of the Public Service Commission.

- 7.2 Representations in terms of this clause should be attached to the application forms and supported with relevant documents which must also include documentary evidence of registration with the NCPD. Reasoned justifications should be given to

substantiate the lack of full eligibility requirements and why reasoned considerations are merited. All correspondence is to be addressed to the receiving Department and copied to the NCPD.

- 8.1 Qualifications and experience claimed must be supported by certificates and/or testimonials, copies of which should either be attached to the application or sent separately to the receiving Department by not later than ten (10) working days from the closing date. Scanned copies sent electronically are acceptable.
- 8.2 Original certificates and/or testimonials are to be invariably produced for verification at the interview.
- 8.3 It is the responsibility of the applicants, in possession of qualifications awarded by Maltese or foreign Universities/tertiary education or other institutions (excluding qualifications awarded by the University of Malta, Malta College of Arts, Science and Technology, Institute of Tourism Studies and Institute for Conservation and Management of Cultural Heritage) to produce a recognition statement on comparability of qualifications issued by the Malta Qualifications Recognition Information Centre (MQRIC) within the Ministry of Education, Employment and the Family or the designated authority, as applicable, which statement should be attached to the application and the original presented at the interview. Candidates not in possession of this statement may still apply, provided that they submit a copy of the statement, issued by the pertinent authority, to the receiving department as soon as available and, in any case, by not later than one (1) month from the closing date of the call for applications. Applicants who fail to present the required statement within the one-month period for reasons beyond their control, may request an extension of this time limit, up to a further one (1) month, to the Head of Department receiving the applications, indicating clearly the reasons for the delay. Extensions beyond this period are to be submitted for the consideration of the Public Service Commission.
- 9.1 Eligible applicants will be interviewed by a Selection Board to assess their suitability for the position.
- 9.2 A notification of the issue of the result will be duly published in the Government Gazette and will also appear on the website of the PSC where it may be accessed at <http://www.psc.gov.mt>. A press notice will also be issued to all local media organizations.
- 9.3 The result of the interviews will be published by the Public Service Commission and exhibited on the notice board of the Office of the Public Service Commission and that of the Human Resource Section, Ministry of Education, Employment and the Family, Palazzo Ferreria, 310 Republic Street, Valletta.
- 9.4 Petitions objecting to the result in terms of Section 1.1.17 of the Public Service Management Code are to be submitted to the Executive Secretary, Public Service Commission, the Palace, Valletta, copying to the Head of the Department wherein the vacancy to be filled lies. Petitions are to reach the Commission and the Head of Department within ten (10) working days from the date of publication in the Government Gazette of the notice of the issue of the result.
10. Application forms may be downloaded from the following websites:-
www.doi.gov.mt/EN/employment_opp/recruitenglish.pdf
www.mpo.gov.mt/downloads/recruitenglish.pdf

or obtained from the Human Resource Section (Social Policy) of the Ministry of Education, Employment and the Family (Top Floor) Palazzo Ferreria, 310 Republic Street Valletta.

11. Applications, together with a Service and Leave Record Form (GP47), will be received in the first instance by the Assistant Director (Human Resources) Palazzo Ferreria, 310 Republic Street, Valletta by not later than **noon** (Central European Time) **of Friday 6th August 2010**.
12. Applications received from abroad through a fax or other similar message by **noon** (Central European Time) **of Friday 6th August 2010** may be considered provided that all requisite details are given. The formal application duly signed by the applicant must reach the Assistant Director (Human Resources) Palazzo Ferreria, 310 Republic Street, Valletta not later than one week after the closing date together with an explanation for the delay. The fax number of the Human Resources is +356 2590 3840.
13.
 - (a) Applications delivered by hand will be acknowledged in writing by the Assistant Director (Human Resources) Palazzo Ferreria, 310 Republic Street, Valletta and a receipt will be given in hand at the time of delivery.
 - (b) Applications by post should be sent by registered mail in sufficient time to ensure delivery by the above deadline. The applications will be acknowledged in writing by the Assistant Director (Human Resources) Palazzo Ferreria, 310 Republic Street, Valletta within seven (7) days.

L. BONNICI
f/a/DIRECTOR GENERAL
MANAGEMENT AND PERSONNEL OFFICE

AC