



EXECUTIVE (OPERATIONS)

External Call: O&Q-2022-01

Jobsplus Permit Number: 31/2023

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We are currently on the lookout for a full-time Executive (Operations) to support the Operations Department of servizz.gov Agency. The selected candidate will be appointed on an indefinite contract basis and the starting annual basic salary attached to this position is €21,932 with annual increments.



The Role

Reporting directly to the Managers (Operations), the Executive (Operations) shall monitor the customer contact queries on the Agency's Customer Relationship Management (CRM) software whilst monitoring service provision on all servizz.gov channels to ensure compliance. The selected candidate shall also collate and compile operational data for reporting and decision-making purposes as and when required. The role also entails the monitoring and reporting of any breach of the service-level agreements provided through the different customer contact channels.

The selected candidate is expected to be flexible and to respond to the different emerging needs of the Agency efficiently and effectively.

A more detailed job description may be obtained by sending an email on **hr.servizz@gov.mt**.



Qualifications

By the closing date of this call for applications, applicants must be in possession of:

- At least one (1) subject at Advanced Level and two (2) subjects at Intermediate Level;

OR

- Six (6) subjects at Ordinary Level with good pass grades (1-5 or A-C) which must include English, Maltese and Mathematics, plus two (2) years relevant work experience preferably in service-related operations.

AND

- The selected applicant must be proficient in Microsoft Office applications as well as in the Maltese and English languages.

Applicants in possession of foreign qualifications are to produce with their application a recognition statement on comparability of qualifications issued by the Malta Qualifications Recognition Information Centre (MQRIC) within the Malta Further and Higher Education Authority (MFHEA).



How to Apply

Interested candidates are to submit a letter of application together with their curriculum vitae and copies of their qualifications either via email on **hr.servizz@gov.mt** or via conventional mail to the following address: **servizz.gov, The Victoria Centre, Level 2, Valletta Road, Mosta, MST 9012.**

Original certificates are to be invariably produced for verification during the interview.



Notice

Applications will be accepted until Friday **27th January 2023**