

Entity	<i>servizz.gov Agency</i>
Job title	<i>Executive (Operations)</i>



Annex A

Duties and responsibilities

- i. Understands and uses extensively the servizz.gov's Customer Relationship Management (CRM) Software and in-built workflows, infrastructure, and related processes;
- ii. Monitors the customer contact queries on the CRM;
- iii. Oversees the correct opening and closure of cases on the CRM;
- iv. Monitors service provision on all servizz.gov channels to ensure compliance;
- v. Improves continuously any related operational systems;
- vi. Monitors and reports any breach of the service level agreements provided through the different customer contact channels;
- vii. Highlights any perceived shortcomings in the services provided by line ministries and departments;
- viii. Collates and compiles operational data for reporting and decision-making purposes as and when required;
- ix. Collects data and information regarding government services from different stakeholders and communicates such data accordingly;
- x. Liaises with line ministries and departments' single point of contacts for the streamlining of services;
- xi. Works closely with the Managers (Operations) and other senior management members to ensure alignment and adherence to servizz.gov's service delivery standards;
- xii. Participates and represents the Agency in meetings (internal and external) as recommended by the Managers (Operations), Head (Operations & Quality) and Chief Executive Officer;
- xiii. Other job-related duties as assigned by the Managers (Operations), Head (Operations & Quality) and Chief Executive Officer from time to time.