



## Executive (Service Delivery)

External Call: S&O-2021-03

Jobsplus Permit Number: 520/2021

We are currently on the lookout for a full-time Executive to support the Services Unit within the Standards & 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 €20,940 with annual increments.



### The Role

The Executive (Service Delivery) shall be responsible for monitoring the service provision on all servizz.gov channels to ensure compliance, as well as continuously improving any related service delivery systems by monitoring the customer contact queries in the servizz.gov Customer Relationship Management software.

The selected candidate shall also be responsible for liaising with line ministries and departments single point of contacts for streamlining of services and working closely with the Head (Standards & Operations) and his delegates to align and adhere to service delivery standards. The role also entails the monitoring and reporting of any breaches to 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 detailed job description may be obtained by sending an email on [hr.servizz@gov.mt](mailto: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**
- In possession of six (6) subjects at Ordinary Level with good pass grades (1-5 or A-C) which must include English, Maltese and Maths, plus two (2) years relevant work experience preferably in a service-related operation.

Moreover, applicants must be in proficient in the English and Maltese languages.

Applicants in possession of foreign qualifications are to produce with their application a recognition statement on comparability of qualifications issued by 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](mailto: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 10<sup>th</sup> September 2021**