



<https://website.crosq.org/job/customer-service-officer-driver/>

Customer Service Officer/Driver

Description

The CARICOM Regional Organisation for Standards and Quality (CROSQ) was established in 2002 by a Caribbean Community (CARICOM) treaty as an Intergovernmental Organisation. CROSQ's main objectives are the development and harmonisation of standards, metrology, mutual recognition of accreditation and certification systems and facilitation of the achievement of international competitiveness of regional goods and services produced and provided in the Community. Since the inception of CROSQ, the focus has shifted over the years from regional standards development and standards harmonization throughout the region to the development of the basic regional quality infrastructure architecture and equivalence.

Principal Accountabilities / Responsibilities

General Functions

The Customer Service Officer/Driver will serve as a first point of contact for the organization. Provides routine clerical, and other related tasks to support efficient office administrative processes. He/she will be required to provide bearer services and ensure that CROSQ's vehicle is properly maintained.

Specific Functions

1. Greeting visitors and answering telephone calls and queries to the organization and directing them appropriately.
2. Processing and filing mail/email correspondence, including opening, sorting and routing mail and responding to routine correspondence.
3. Managing and maintaining library system of hard copy books and electronic documents.
4. Assisting in general office work as directed, i.e. filing, photocopying, mail preparation.
5. Ensuring that the office equipment (photocopier, binder etc.) is in proper working order and reporting any problems are identified in a timely manner.
6. Physically delivering correspondence, procuring office supplies, etc. as required.
7. Transporting the CEO, Council Members/Officials, and CROSQ staff (Secretariat related activities) locally.
8. Maintaining a record of official travel, mileage and maintenance and of the vehicle
9. Ensuring that the vehicle is properly always maintained and kept clean.
10. Performing such other reasonable duties as may be assigned by the Supervisor.

Hiring organization

CROSQ

Employment Type

Full-time

Date posted

May 13, 2025

Valid through

27.05.2025

Job Specification

Minimum Qualifications and Requirements

Education

- (a) Associate Degree in EDPM/Customer Service or similar
- (b) Customer Service/Secretarial and/or administrative certification would be an asset
- (c) Four CXC or equivalent passes including English and Mathematics
- (d) Driver's License (at least three (3) years)

Experience

- (a) Two (2) years' experience in a similar position
- (b) Four (4) years' driving experience
- (c) Experience operating standard office equipment

Key Competencies

- (a) Strong oral and written communication skills
- (b) Proficiency in Microsoft Office
- (c) Strong organizing skills
- (d) Strong priority and time management skills
- (e) Strong interpersonal skills
- (f) Excellent Customer Oriented
- (g) Safe, defensive driving skills
- (h) Knowledge of motor mechanics would be an asset

Positions Supervised: None

Duty Station: *Baobab Towers, Barbados*

Position Reports to:

Executive Assistant to the Chief Executive Officer

Application Process

To apply, please email your Application letter and CV or Resume to recruitment@crosq.org

For the attention of the Finance & Administration Manager, using the caption Customer Service Officer/Driver – CROSQ

Unsuitable applications will not be acknowledged.

The closing date for applications is **May 27, 2025**.

