

**MAURITIUS PUBLIC SERVICE**  
**PUBLIC ADVERTISEMENT NO. 63 OF 2024**  
**Vacancies for Post of Citizen Support Officer**  
**Prime Minister's Office (Citizen Support Unit)**

Applications are invited from qualified candidates who wish to be considered for appointment as Citizen Support Officer in a temporary capacity in the Prime Minister's Office (Citizen Support Unit).

**II. AGE LIMIT**

Candidates, unless already in the Service, should not have reached their **45<sup>th</sup>** birthday by the closing date for the submission of applications.

**III. QUALIFICATIONS**

- A. Candidates should possess a degree in Management or Public Administration and Management or Psychology or Social Work from a recognised institution or an equivalent qualification acceptable to the Public Service Commission.
- B. Candidates should –
- (i) possess good analytical, critical and organisational skills;
  - (ii) be proactive and achievement focused;
  - (iii) be versatile and have the ability to adapt to different work situations;
  - (iv) have good interpersonal and communication skills; and
  - (v) be computer literate.

**NOTE**

1. Candidates should produce written evidence of knowledge claimed.
2. **The onus for the submission of written evidence of knowledge claimed and equivalence of qualification (if applicable) from the relevant authorities (Higher Education Commission or Mauritius Qualifications Authority) rests on the candidates. Applications will not be considered in case of non-submission of written evidence of knowledge claimed and Equivalence Certificate, as appropriate, by the closing date.**
3. Candidates may be required to take part in a written examination.

4. The Commission reserves the right:
  - (i) to convene **only** the best qualified candidates for interview; and
  - (ii) not to make any appointment following this advertisement.

#### **IV. DUTIES AND SALARY**

##### **1. A. Operation and Training**

- (i) To be responsible for the registration and management of complaints, suggestions and queries from members of the public, and to liaise with the relevant authorities for successful resolution.
- (ii) To handle, counsel and support citizens including those in vulnerable situations.
- (iii) To carry out site visits in connection with complaints, suggestions and queries received.
- (iv) To be responsible for the dedicated desk for victims of domestic violence by providing counselling for referral, where appropriate, to the relevant authority.
- (v) To provide assistance and training to Ministries/ Departments regarding the use of the Citizen Support Portal.
- (vi) To guide, supervise and coordinate the work of subordinate staff.
- (vii) To prepare, coordinate and implement plans for the attainment of the objectives of the Citizen Support Unit.
- (viii) To make power point presentations on the operation of the portal and the findings on the dash board.
- (ix) To collect data and prepare relevant reports pertaining to complaints and suggestions registered in the Citizen Support Portal.

##### **B. Task Force**

- (i) To assist the Chair of Task Force in the conduct of Task Force meetings chaired by Parliamentary Private Secretaries for the close monitoring of tickets registered on the Citizen Support Portal and to highlight hurdles in service delivery in order to find solutions for improvement.

- (ii) To organise monthly meetings, prepare agendas and briefs and liaise with Government agencies on ticket status.
- (iii) To produce progress reports on complaints registered on the Citizen Support Portal and highlight issues of the concerned regions and any gaps and weaknesses to be addressed.

**C. Community Development Programme**

- (i) To formulate, administer and evaluate key projects in respective region in collaboration with key stakeholders and the community.
- (ii) To establish networking with key stakeholders such as government agencies, Parliamentary Private Secretaries, Non-Governmental Organisations, academic institutions in diversified environments and manage change and complexities.
- (iii) To ensure that projects identified are implemented according to objectives.

**D. Monitoring and Evaluation**

- (i) To develop a systematic and robust framework for monitoring and evaluation and set appropriate performance indicators for impact based assessment.
- (ii) To identify any gaps and weaknesses in the way tickets are being handled and to capture the needs of the citizens for that particular region.
- (iii) To execute quality control, quality assurance and quality improvement to achieve the objectives of the Citizen Support Unit.
- (iv) To collect findings from the operation of the portal and to assist in analysing the findings in order to come up with policy recommendations for discussion at management level.
- (v) To make recommendations for streamlining of processes for the improvement of service delivery.

**E. Communication**

- (i) To plan and organise communication campaigns, radio and TV programmes in different regions.

- (ii) To collaborate with key stakeholders for the successful implementation of calendar activities.
  - (iii) To participate in radio and TV programmes.
  - (iv) To assess the effectiveness of campaigns/events/activities.
2. To use ICT in the performance of his duties.
  3. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Citizen Support Officer in the roles ascribed to him.

**Note**

1. Citizen Support Officers may be required to work outside normal working hours including Saturdays, Sundays and Public Holidays and during cyclonic periods and natural calamities.
2. Citizen Support Officers may be called upon to serve the Citizen Support Desk in Ministries/Departments whenever their services will be required.

The permanent and pensionable post carries salary in scale Rs 21,850 x 375 – 22,225 x 400 – 23,425 x 525 – 26,050 x 675 – 27,400 x 825 – 35,650 x 900 – 37,450 x 950 – 42,200 x 1,300 – 46,100 x 1,575 – 47,675 QB 49,250 x 1,650 – 50,900 a month.

Appointment in a temporary capacity in the grade carries a flat salary of Rs 21,850 a month.

**V. MODE OF APPLICATION**

1. Qualified candidates should submit their application on **PSC Form 7** which may be obtained **either** from the Enquiry Counter of the Ministry of Public Service, Administrative and Institutional Reforms, Ground Floor, Emmanuel Anquetil Building, Port Louis **or** from the Enquiry Counter of the Public Service Commission, 7, Louis Pasteur Street, Forest Side **or** from the Chief Commissioner's Office, Port Mathurin, Rodrigues **or** from the offices of the Mauritius High Commissions/Embassies overseas.
2. Candidates already in the service **should** submit their Application Form **in duplicate**, the original to be sent directly to the Secretary, Public Service Commission and the duplicate through their respective Supervising Officer/Responsible Officer.
3. This advertisement together with the Application Form (PSC Form 7) are available on the website of the Public Service Commission at **<https://psc.govmu.org>**

4. Acknowledgement of applications will be made, as far as possible, by **e-mail**. Candidates are, therefore, advised to submit their e-mail address.
5. Candidates are also advised to read carefully the **“NOTES AND INSTRUCTIONS TO CANDIDATES”** before filling in the Application Form. Care should be taken to fill in the Application Form correctly. **Incomplete, inadequate or inaccurate filling of the Application Form may entail elimination of the candidate.**

**VI. CLOSING DATE**

Application Forms should reach the Secretary, Public Service Commission, 7, Louis Pasteur Street, Forest Side, **not later than 15 00 hours (local time) on Monday 16 September 2024.** Application Forms received after the specified closing date and time will **not** be considered.

**Date: 27 August 2024**

Public Service Commission,  
7, Louis Pasteur Street,  
**FOREST SIDE.**