



Position Title	Micro Enterprise Relationship Officer
Main Location	Business 1 ST , Mrieñhel
Team	Business 1 ST
Reporting Relationship	The post holder will report to the Head Microenterprise Unit
Salary Scale	A2

The Relationship Officer will be responsible for assisting, building and maintaining professional relationships with microenterprises.

The selected candidate would be responsible for: -

- Guide clients on eligible incentives, provide quick responses to their inquiries, guide them on the application process and eventually prepare Board Papers for review by his/her head.
- Post approval will be responsible for ensuring that the project is implemented as per ME approval.
- Maintaining knowledge of the micro enterprise eco system locally
- Carry out research on the business needs of microenterprises and identify limitations to their growth
- Provide other relevant information and guidance to clients as appropriate and putting them in touch (with other Government agencies where necessary).
- Liaising with the Family Business Office and assisting the Office in promoting their incentives with micro enterprises.
- Assisting business entities by offering a holistic service – assist them access Government services and incentives and inform them of any new laws or regulations they have to abide to.
- Liaising pro-actively with the various departments/sections to obtain the necessary information needed, to ensure that clients are provided with correct and up-to-date information.

- Handling and following up on the incoming queries from Micro enterprises through telephone, email, social media and through one-to-one meetings whether they are walk in or have pre-determined appointment.
- Motivate and work together with colleagues at B1st in order to promote a homogeneous customer care culture and promote team spirit, despite the fact that the officers are employed by different government entities and/or departments.
- Promotes good communication with all stakeholders - servizz.gov and throughout all the departments and entities that have a presence at B1st to achieve a thorough understanding of processes and procedures and the quality standards required from their officers.

Values

Integrity

Be truthful, honest and accountable. Carry out tasks in a professional, ethical, transparent and responsible manner

- The greater good over the personal good
- Confidentiality is key at all times
- Ensure the positive reputation of our entities is maintained throughout

Creativity

Develop an open and creative mind-set that lead to innovate working practices.

- Find ways to improve our incentives, systems, processes and communication with stakeholders
- Reduce unnecessary bureaucracy
- Automate internal procedures

Customer-Centricity

Adopting a client centric mind-set whilst being committed to our Client's success. Put clients at the centre of our operation.

- Effective communication is critical to achieve an outstanding quality service in line with industry benchmarks
- Be professional to manage clients' expectations and respond to clients' requests
- All our stakeholders are our clients including but not limited to our colleagues, the government, social and business partners and society

Behavioural Dimensions

This role requires the post holder to:

- to be comfortable handling routine or repetitive work at a steady pace and to deliver reliable, consistent performance as well as the creation of harmonious relationships.
- to be able to keep an open mind, seek consensus and develop or make good use of others' skills.

Work Aptitudes

- Outgoing and expressive
- Orderly and efficient
- Social and empathic

Minimum Requirements

- Verbal and written proficiency (Level C) in English; **and**
- MQF L6 (Bachelor's) in Economics; or Management/Strategy or a related subject; or
- MQF L5 (Diploma) in Economics; or Management/Strategy or related subject + 2 years' relevant work experience in Customer Relationship Management or
- 5 years' relevant work experience in Customer Relationship Management

Preference will be given to candidates having:

- Management skills
- Excellent verbal and written communications in Maltese
- Knowledge of the local economy, especially the microenterprise eco system