

OFFICE OF THE HEAD OF LOCAL GOVERNMENT SERVICE (OHLGS)

In case of reply, the number and the date of this letter should be quoted.



Republic of Ghana

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Our Ref: OHLGS.50/200/08E

Date: 27/02/2024

Your Ref:

CONVERSION INTO THE CLIENT SERVICE CLASS

The Office of the Head of the Local Government Service (OHLGS) in fulfillment of its mandate of ensuring the effective and efficient day-to-day administration of the Local Government Service (LGS) in accordance with the Local Governance Act of 2016, Act 936 has completed all processes towards the establishment of the Client Service Class. The new schedule is available on the official website of the LGS for the attention of all staff.

The establishment of the class is also in pursuit of efforts to improve service delivery. The table below shows the various steps in the newly established class:

No.	Job Title	SS Grade
PROFESSIONAL CLASS		
1	Chief Client Service Officer	23
2	Principal Client Service Officer	21
3	Senior Client Service Officer	19
4	Client Service Officer	18
5	Assistant Client Service Officer	16
SUB - PROFESSIONAL CLASS		
6	Chief Client Service Assistant	19
7	Principal Client Service Assistant	18
8	Senior Client Service Assistant	16
9	Client Service Assistant	15

Efforts are underway to recruit officers into the Class. Meanwhile, all interested staff/officers who hold a bachelor's Degree or Diploma in any of these areas: **Marketing, Public Relations, Guidance and Counselling, Sociology, Communication, Psychology, Human Resource**

Management, Business Administration and any other relevant discipline from a recognized tertiary institution can apply for Conversion into the Client Service Class

All applications shall be made to the Head of Service through the MMDAs and RCCs as appropriate. Applications must be presented with copies of:

1. Educational/academic certificates
2. Appointment letter
3. Assumption of duty letter
4. Most current payslip
5. Last promotion letter (if any)
6. Upgrading/Conversion letter (if any)

All applications must be submitted by Friday, 29th March, 2024.

I count on your usual cooperation.



FELICIA DAPAAH AGYEMAN-BOAKYE (MRS.)
CHIEF DIRECTOR
for: **HEAD OF SERVICE**

ALL REGIONAL MINISTERS

Attn: All Regional Coordinating Directors

ALL MMDCEs

Attn: All MMDCDs

Cc: The Director of Administration
OHLGS

