



OFFICE OF THE HEAD OF THE LOCAL GOVERNMENT
SERVICE (OHLGS)



Scheme of Service
For
Client Service Class

P.O. BOX MB 396
MINISTRIES -ACCRA
Tel.: 0302 - 677929
Fax: 0302 - 662799
E-mail: ohlgs@lgs.gov.gh
Web: <http://www.lgs.gov.gh>

November 2022

Contents

1.0	INTRODUCTION.....	1
1.1	The Scheme of Service	1
1.2	Structure of the Scheme of Service.....	1
1.3	Objectives of the Client Service Scheme	2
1.4	Composition of Grades in the Client Service Class.....	2
2.0	PROFESSIONAL CLASS.....	3
2.1	CHIEF CLIENT SERVICE OFFICER.....	3
2.2	PRINCIPAL CLIENT SERVICE OFFICER	5
2.3	SENIOR CLIENT SERVICE OFFICER	7
2.4	CLIENT SERVICE OFFICER.....	9
2.5	ASSISTANT CLIENT SERVICE OFFICER	11
3.0	SUB-PROFESSIONAL CLASS.....	13
3.1	CHIEF CLIENT SERVICE ASSISTANT.....	13
3.2	PRINCIPAL CLIENT SERVICE ASSISTANT	15
3.3	SENIOR CLIENT SERVICE ASSISTANT	17
3.4	CLIENT SERVICE ASSISTANT	19

1.0 INTRODUCTION

1.1 The Scheme of Service

A Scheme of Service is a coherent framework to facilitate appointments into the Service as well as career development of staff within the Local Government Service. This document is prepared in line with the legal and regulatory system of the Service and the public service in general. The main objective is to provide a policy guideline to ensure a highly motivated, disciplined staff who are equipped with the relevant knowledge, skills and attitudes (KSA) to deliver services.

Over the years, the Local Government Service has been evolving. The necessary frameworks must be developed and operationalized to ensure harmony and cohesion in managing the staff, systems and processes to enhance service delivery. A new class that is emerging is client service.

This scheme of service is being developed for managing the client service as a class within the Local Government Service.

1.2 Structure of the Scheme of Service

The Scheme of Service defines or contains:

- The objectives of the job position and responsibilities;
- Grade levels and corresponding salary ranges;
- Summary of responsibility and the duties of the job for each level;
- Conditions for entry and progression through each grade within the relevant cadre.
- Relevant training required to perform the roles and responsibilities; and
- Competencies and skills required for the job

This includes:

- Qualifications;
- Minimum periods of service required for each grade;
- Detailed job training and required experience;
- Procedure for promotion and class transfers; and
- Framework for career development, management and succession planning

The Client Service Class is one of the newest classes in the Local Government Service. They would be deployed in all the levels of the LGS. Their management would follow existing protocols ratified by the Local Government Service Council (LGSC).

The CSO is one of a number of multi-skilled Administration Officers. The CSO is directly accountable to the Coordinating Director.

1.3 Objectives of the Client Service Scheme

The main objective of the client service class is to manage client needs and expectations in a transparent and timely manner to drive positive organizational image and performance.

Sub-objectives:

1. To develop systems, processes and procedures to manage the needs and expectations of the publics;
2. To lead in the implementation of policies, plans and programmes on client service;
3. To collect, collate and analyze the nature of needs and expectations of clients for management decision making;
4. Interface internal teams and the public to resolve problems and find solutions
5. To liaise with other non-decentralized Ministries, Departments and Agencies in resolving client needs and expectations;
6. To prepare and disseminate requisite reports to inform institutional decision making to improve service delivery
7. To conduct periodic surveys on client satisfaction;
8. To advise on the provision of infrastructure that will improve client engagement;
9. To manage human capital in satisfying client needs and expectations;

1.4 Composition of Grades in the Client Service Class

The levels are grouped into professional and sub-professional classes. The following are the grades under each group within the Client Service Class:

Professional Class

- Chief Client Service Officer,
- Principal Client Service Officer,
- Senior Client Service Officer,
- Client Service Officer, and
- Assistant Client Service Officer

Sub-Professional Class

- Chief Client Service Assistant
- Principal Client Service Assistant
- Senior Client Service Assistant
- Client Service Assistant

2.0 PROFESSIONAL CLASS

2.1 CHIEF CLIENT SERVICE OFFICER

1. JOB TITLE: CHIEF CLIENT SERVICE OFFICER

2. GRADE LEVEL: 23.1

3. JOB PURPOSE: To Provide strategic direction for the attainment of the objectives of the Unit and influence policy to improve service delivery.

4. JOB SUMMARY

- Exercises responsibilities on the Client Service Unit
- Designs programmes and projects specific to enhance service delivery in the Assembly
- Leads in the effective management of specific projects and activities to reflect the customers' viewpoint
- Leads the preparation of the Unit's work plan and budget and the judicious utilization of the same
- Coordinates the work of subordinates
- Leads in the publicization of the role of the CSU and the Service Charter
- Ensures the development of the capabilities, skills and knowledge of staff;
- Appraises direct reports; and
- Undertakes any other duties that may be assigned.

5. QUALIFICATIONS AND EXPERIENCE

- Master's degree in Social Sciences, Marketing, Public Relations, Counselling, Sociology, Communication, Psychology and any other relevant discipline from a recognized tertiary Institution.
- Minimum of 15 years progressive working experience in the Local Government Service or a comparable Public Sector organization of which at least 6 years must be in a Senior Management level; and
- Member of a recognized professional body

6. MODE OF ENTRY

6.1 IN-SERVICE

A Principal Client Service Officer is eligible for promotion to the grade of Chief Client Service Officer after meeting the following requirements:

- Must have served on the grade of Principal Client Service Officer for a minimum of 5 years;
- Good performance appraisal reports
- Success at a competitive promotion assessment.

6.2 DIRECT ENTRY

By external advertisement based on the qualifications and experience stated in point 5 above and must pass a selection assessment process.

7. CAREER PROGRESSION

This is a terminal grade.

8. COMPETENCIES

This position requires that you possess the following skills and abilities:

- Policy formulation and Analysis skills
- Monitoring and Evaluation skills
- Excellent writing and presentation skills
- Excellent knowledge and understanding of the Local Government environment
- Ability to manage people and teams
- excellent leadership and managerial skills
- excellent understanding of LGS Performance Management System
- Capacity to initiate and manage change
- Good decision making and problem-solving abilities
- Negotiation and Conflict Management skills
- Must have social capital

9. TRAINING

- Senior Management Development Course
- Human Resource Management and Development
- Performance Planning and Management
- Group Dynamics and Team Building
- Coaching and Mentoring skills
- Organizational Culture and Management

2.2 PRINCIPAL CLIENT SERVICE OFFICER

1. JOB TITLE: PRINCIPAL CLIENT SERVICE OFFICER

2. GRADE LEVEL: 21.1

3. JOB PURPOSE: To provide technical and operational leadership in the implementation of Client Service policies and programmes.

4. JOB SUMMARY

- Coordinates the preparation of the work plan and budget of the client service unit as well as its implementation;
- Leads in the preparation of units reports;
- Supports the collection, collation and analysis of information to improve client relations;
- Strategizes to encourage Service Users to the Assembly without fear or intimidation;
- Supports strategies to make the organization and the client service unit visible in the jurisdiction;
- Organizes periodic Client Service Training for the various Units that interface with Customers;
- Liaises with other departments and units of the organization to resolve all issues brought to the CSU;
- Supports the design of programs and projects specific to service delivery activities;
- Ensures the development of the capabilities, skills and knowledge of staff;
- Appraises direct reports; and
- Undertakes any other duties that may be assigned.

5. QUALIFICATIONS AND EXPERIENCE

- Master's degree in Social Sciences, Marketing, Public Relations, Counselling, Sociology, Communication, Psychology and any other relevant discipline from a recognized tertiary Institution.
- Minimum of 10 years progressive working experience in the Local Government Service or a comparable Public Sector organization of which at least 4 years must be in a senior management level.
- Member of a recognized professional body

6. MODE OF ENTRY

6.1 IN SERVICE

A Senior Client Service Officer who has served a minimum of 4 years is eligible for promotion to the grade of Principal Client Service Officer requires the following:

- Must pass a promotion assessment;
- Must have a good performance appraisal report;
- Must possess a relevant Master's degree from a recognized tertiary institution.

6.2 DIRECT ENTRY

By external advertisement based on the qualifications and experience stated in point 5 above and must pass a selection assessment.

7. CAREER PROGRESSION

A Principal Client Service Officer is eligible for promotion to the grade of Chief Client Service Officer after having served a minimum of 5 years satisfactory service and after meeting the following requirements:

- Good performance appraisal reports
- Success at a competitive promotion assessment conducted by LGS

8. COMPETENCIES

This position requires that you possess the following skills and abilities:

- Good writing and presentation skills;
- Good research and analytical skills
- Ability to use the computer and internet resources
- Good understanding of public sector policies, programmes and plans
- Monitoring and evaluation skills
- Good appreciation of HR management practices
- Good knowledge of the Local Government environment

9. TRAINING

- Public Sector Planning and Budgeting
- Certificate/Diploma in Local Government Administration
- Policy Management
- Monitoring and Evaluation
- Introduction to Project Management
- Introduction to Procurement Management
- Organising and Conducting Meetings
- Regional Integration and Cooperation
- Ethical Leadership

2.3 SENIOR CLIENT SERVICE OFFICER

1. JOB TITLE: SENIOR CLIENT SERVICE OFFICER

2. GRADE LEVEL: 19.1

3. JOB PURPOSE: To provide on-field technical leadership for the implementation of Client Service policies and programmes.

4. JOB SUMMARY

- Supports the preparation, implementation, monitoring and evaluation of the Client Service Plans and Budget;
- Coordinates the implementation of appropriate strategies for effective client service activities;
- Supports the management of enquiries/complaints from the general Public;
- Coordinates grievance resolution and provide feedback to clients
- Supports the collection, collation and analysis of information for decision making
- Supports the preparation and dissemination of the reports.
- Ensures the development of the capabilities, skills and knowledge of staff;
- Appraises direct reports; and
- Undertakes any other duties that may be assigned

5. QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in Social Sciences, Marketing, Public Relations, Counselling, Sociology, Communication, Psychology and any other relevant discipline from a recognized tertiary Institution;
- Minimum of 8 years progressive working experience in the Local Government Service or a comparable public sector organization;
- Membership of a recognized professional body is an added advantage.

6. MODE OF ENTRY

6.1 IN-SERVICE

- A client service Officer who has served a minimum of 4 years is eligible for promotion to the grade of Senior Client Service Officer;
- Must have a good performance appraisal report;
- Success in a promotion assessment process

6.2 DIRECT ENTRY

- Must possess a Master's Degree in Public Administration, Social Sciences, Marketing, Public Relations, Counselling, Sociology, Communication, Psychology and any other relevant discipline from a recognized tertiary Institution
OR
- Must possess a Bachelor's degree from a recognized tertiary institution plus 8 years relevant post-qualification working experience
- Must be computer literate

- Must be successful at a competitive selection process conducted by the LGS

7. CAREER PROGRESSION

A Senior Client Service Officer is eligible for promotion to the grade of Principal Client Service Officer after having served a minimum of 4 years satisfactory service and meeting the following requirements:

- Good performance appraisal reports
- Success at a competitive promotion assessment conducted by LGS
- Availability of vacancy in the grade of Senior Client Service Officer

8. COMPETENCIES

This position requires that you possess the following skills and abilities:

- Good writing and presentation skills;
- Good research and analytical skills
- Ability to use the computer and internet resources
- Good understanding of public sector policies, programmes and plans
- Monitoring and evaluation skills
- Good appreciation of HR management practices
- Good knowledge of the Local Government environment

9. TRAINING

- Public Financial Management
- Certificate/Diploma in Local Government Administration
- Public Policy Management
- Monitoring and Evaluation
- Introduction to Project Management
- Introduction to Procurement Management

2.4 CLIENT SERVICE OFFICER

1. JOB TITLE: CLIENT SERVICE OFFICER

2. GRADE LEVEL: 18.1

3. JOB PURPOSE: To provide technical and operational support for the management of customer needs towards the implementation of efficient service delivery.

4. JOB SUMMARY

- Leads in the compilation and analysis of client requests, enquiries and complaints
- Ensures the maintenance of the CSU (equipment, logistics, furniture etc.)
- Drafts routine correspondence
- Prepare initial draft minutes of meetings
- Collects, collates and analyzes data for the research, monitoring and evaluation of activities of the unit
- Supports the maintenance of office filing system, both paper and electronic
- Ensures the development of the capabilities, skills and knowledge of staff.
- Appraises direct reports; and
- Undertakes any other duties that may be assigned.

5. QUALIFICATIONS AND EXPERIENCE

- Minimum of a Bachelor's degree in Social Sciences, Marketing, Public Relations, Counselling, Sociology, Communication, Psychology and any other relevant qualification from a recognized tertiary Institution.
- Minimum of 4 years of progressive working experience in the Local Government Service or a comparable public sector organization.
- Membership of a recognized professional body is an added advantage.

6. MODE OF ENTRY

6.1 IN-SERVICE

An Assistant Client Service Officer who has served a minimum of 4 years is eligible for promotion to the grade of Client Service Officer after passing a promotion assessment and present a good performance appraisal report.

6.2 DIRECT ENTRY

By external advertisement based on the qualifications and experience state above 5 and must pass the selection assessment.

7. CAREER PROGRESSION

A Client Service Officer is eligible for promotion to the grade of Senior Client Service Officer after having served a minimum of 4 years satisfactory service and after meeting the following requirements:

- Good performance appraisal reports
- Success at a competitive promotion assessment conducted by LGS
- Availability of vacancy in the grade of Senior Client Service Officer

8. COMPETENCIES

This position requires that you possess the following skills:

- Ability to prioritize projects/assignments and manage time effectively
- Strong initiative and follow-through
- Good-natured, positive attitude
- Ability to demonstrate persistence to achieve quality
- Ability to work in teams
- Able to use Computer applications and internet resources
- Good communication and interpersonal skills
- Basic analytical skills
- Basic Public sector writing skills
- Research skills (Internet and documentary)

9. TRAINING

- Certificate in Local Government Administration
- Certificate in Customer/client relations
- Good Writing skills
- Data collection and Analysis
- Computer Literacy and Internet usage
- Introduction to General Administration and Management
- Introduction to Public Policy Management

2.5 ASSISTANT CLIENT SERVICE OFFICER

1. JOB TITLE: ASSISTANT CLIENT SERVICE OFFICER

2. GRADE LEVEL: 16.1

3. JOB PURPOSE: To provide frontline operational support to both internal and external clients for Service delivery.

4. JOB SUMMARY

- Compiles and analyzes client requests, enquiries and complaints
- Scrutinizes client application forms to ensure the relevant information has been provided for further action;
- Drafts routine correspondence;
- Assists in the maintenance of office filing system, both paper and electronic
- Assists in preparing work plans and budgets for the Unit
- Assists in the collection, collation and analysis of data for decision making and improvements in service delivery;
- Maintains office filing system, both paper and electronic
- Undertakes any other duties that may be assigned by superior officers

5. QUALIFICATIONS AND EXPERIENCE

- Minimum of a Bachelor's degree in the Social Sciences, Marketing, Public Relations, Counselling, Sociology, Communication, Psychology and any other relevant qualification from a recognized tertiary Institution; and
- Must have completed the mandatory National Service.

6. MODE OF ENTRY

6.1 IN-SERVICE

Not promotional

6.2 DIRECT ENTRY

By external advertisement based on qualifications stated in 5 above and must be successful at a selection process conducted by the LGS.

7. CAREER PROGRESSION

An Assistant Client Service Officer is eligible to be promoted to Client Service Officer after meeting the following requirement.

- A minimum of four (4) years continuous satisfactory service on the grade of Assistant Client Service Officer
- Good appraisal reports
- Availability of vacancy in the grade of Client Service Officer
- Success at a promotion interview conducted by LGS

8. COMPETENCIES

This position requires that you possess the following skills:

- Strong initiative and follow-through
- Good-natured, positive attitude
- Ability to demonstrate persistence to achieve quality
- Ability to work in teams
- Ability to use computer applications and internet resources
- Good communication and interpersonal skills
- Basic analytical skills
- Basic writing skills
- Research (Internet and documentary) skills

9. TRAINING

- Orientation/induction
- Course in Local Government Administration
- Basic Customer/client service training
- Data collection and Analysis
- Computer Literacy and Internet usage
- General Administration and Management

3.0 SUB-PROFESSIONAL CLASS

3.1 CHIEF CLIENT SERVICE ASSISTANT

1. JOB TITLE: CHIEF CLIENT SERVICE ASSISTANT

2. GRADE LEVEL: 19.1

3. JOB PURPOSE: To provide on-field leadership for servicing clients and implementing standards.

4. JOB SUMMARY

- Provides inputs for the preparation of client service unit budgets.
- Supports monitoring, supervision and evaluation of client service activities.
- Disseminates guidelines on services provided by the organization.
- Supports public education and the provision of feedback on complaints.
- Liaises with the other units in managing clients needs, complaints and enquiries,
- Initiates client service activities in line with the annual action plan.
- Supports in the inspection of facilities and equipment that would facilitate provision of services.
- Ensures the development of the capabilities, skills and knowledge of staff.
- Appraises direct reports; and
- Undertakes any other duties that may be assigned

5. QUALIFICATION AND EXPERIENCE

- Diploma/HND in Marketing, Secretaryship and Management Studies and its equivalence. Minimum of 12years progressive working experience, and
- Be a member of a recognized professional body

6. MODE OF ENTRY

6.1 IN-SERVICE

A Principal Client Service Assistant who has served a minimum of 4 years is eligible for promotion to the grade of Chief Client Service Assistant requires the following:

- Must pass a promotion assessment;
- Must have a good performance appraisal report;

6.2 DIRECT ENTRY

By external advertisement based on the qualifications and experience stated in point 5 above and must pass a selection assessment process.

7. CAREER PROGRESSION

This is a terminal grade.

8. COMPETENCIES

- Good writing skills
- Ability to collect data
- Good oral communication skills
- Good interpersonal skills
- Ability to withstand pressure
- Good ICT skills
- Good understanding of local government service and the public service

9. TRAINING

- Local Government Service
- Interpersonal skills training
- ICT training
- Customer service

3.2 PRINCIPAL CLIENT SERVICE ASSISTANT

1. JOB TITLE: PRINCIPAL CLIENT SERVICE ASSISTANT

2. GRADE LEVEL: 18.1

3. JOB PURPOSE: To provide on-field leadership support in the implementation of client service standards, policies and programmes

4. JOB SUMMARY

- Supports the dissemination of guidelines on services delivered by the organization.
- Supervises and provide technical support for client service activities implementation.
- Monitors and reports on the operations of client service activities.
- Supports the Organization of training on new trends in technology and equipment on client service.
- Monitors the implementation of action plans and programmes.
- Supports the collection and collation of data for research.
- Supports cleaning/cleansing of client service units.
- Ensures the development of the capabilities, skills and knowledge of staff.
- Appraises direct reports; and
- Undertakes any other duties that may be assigned

5. QUALIFICATION AND EXPERIENCE

- Diploma/HND in Marketing, Secretaryship and Management Studies and its equivalence.
- Minimum of 8years progressive working experience, and
- Membership of a recognized professional body is an added advantage.

6. MODE OF ENTRY

6.1 IN-SERVICE

A Senior Client Service Assistant who has served a minimum of 4 years is eligible for promotion to the grade of Principal Client Service Assistant requires the following:

- Must pass a promotion assessment;
- Must have a good performance appraisal report.

6.2 DIRECT ENTRY

By external advertisement based on the qualifications and experience stated in point 5 above and must pass a selection assessment process.

7. CAREER PROGRESSION

A Principal Client Service Assistant is eligible for promotion to the grade of Chief Client Service Assistant after having served a minimum of 5 years satisfactory service and after meeting the following requirements:

- Good performance appraisal reports
- Success at a competitive promotion assessment conducted by LGS

8. COMPETENCIES

- Good writing skills
- Ability to collect data
- Good oral communication skills
- Good interpersonal skills
- Ability to withstand pressure
- Good ICT skills
- Good understanding of local government service and the public service

9. TRAINING

- Local Government Service
- Interpersonal skills training
- ICT training
- Customer service

3.3 SENIOR CLIENT SERVICE ASSISTANT

1. JOB TITLE: SENIOR CLIENT SERVICE ASSISTANT

2. GRADE LEVEL: 16.1

3. JOB PURPOSE: To provide on-field technical support and ensure the provision of responses to clients.

4. JOB SUMMARY

- Supports the organization of information dissemination activities;
- Supports in investigating complaints and responding to enquiries;
- Supports in monitoring trends in the management of clients of the organization;
- Supports the collection of data to support research activities;
- Ensures the development of the capabilities, skills and knowledge of staff;
- Appraises direct reports; and
- Undertakes any other duties that may be assigned.

5. QUALIFICATION AND EXPERIENCE

- Diploma/HND in Marketing, Secretaryship and Management Studies and its equivalence.
- Minimum of 4 years progressive working experience, and
- Membership of a recognized professional body is an added advantage.

6. MODE OF ENTRY

6.1 IN-SERVICE

A Client Service Assistant who has served a minimum of 4 years is eligible for promotion to the grade of Senior Client Service Assistant requires the following:

- Must pass a promotion assessment;
- Must have a good performance appraisal report;

6.2 DIRECT ENTRY

By external advertisement based on the qualifications and experience stated in point 5 above and must pass a selection assessment process.

7. CAREER PROGRESSION

A Senior Client Service Assistant is eligible for promotion to the grade of Principal Client Service Officer after having served a minimum of 5 years satisfactory service and after meeting the following requirements:

- Good performance appraisal reports
- Success at a competitive promotion assessment conducted by LGS

8. COMPETENCIES

- Good writing skills

- Ability to collect data
- Good oral communication skills
- Good interpersonal skills
- Good understanding of local government service and the public service

9. TRAINING

- Local Government Service
- Interpersonal skills training
- ICT training
- Customer service

3.4 CLIENT SERVICE ASSISTANT

1. JOB TITLE: CLIENT SERVICE ASSISTANT

2. GRADE LEVEL: 15.1

3. JOB PURPOSE: To conduct on-field activities to support the client service unit

4. JOB SUMMARY

- Receives all clients who access the client service.
- Collects data for research.
- Ensures that the unit and other service points are neat and clean.
- Supports the organization and promotion of client service activities.
- Notifies appropriate authorities of issues that come to the attention of the client service unit.

5. QUALIFICATION AND EXPERIENCE

- Diploma/HND in Marketing, Secretaryship and Management Studies and its equivalence.
- Must have completed the mandatory National Service

6. MODE OF ENTRY

6.1 IN-SERVICE

Not promotional

6.2 DIRECT ENTRY

By external advertisement based on the qualifications and experience stated in point 5 above and must pass a selection assessment process.

7. CAREER PROGRESSION

A Client Service Assistant is eligible for promotion to the grade of Senior Client Service Assistant after having served a minimum of 4 years satisfactory service and after meeting the following requirements:

- Good performance appraisal reports
- Success at a competitive promotion assessment conducted by LGS

8. COMPETENCIES

- Good writing skills
- Ability to collect data
- Good oral communication skills
- Good interpersonal skills
- Good understanding of local government service and the public service

9. TRAINING

- Local Government Service
- Interpersonal skills training
- ICT training
- Customer service

