

**ESTABLISHMENT OF CITIZEN FACILITATION CENTERS IN KHYBER PAKHTUNKHWA
CFC STAFF Job Description**

Sr. No.	Position Title, Scale & Max Age	BPS	Age	Qualification & Experience	Skills and Responsibilities
1	Facility Management Officer	17	40	Minimum 16 Years of Education with a Degree in Management/ ICT or related. At least 03 years of relevant experience	<ol style="list-style-type: none"> 1. Responsible for management and smooth operations of respective CFC. 2. To look after, improve, standardize the operational systems, processes and policies at CFC. 3. Oversee operations and rectify runtime issues. 4. Manage staff, preparing work schedules and assigning specific duties. 5. Review performance data to measure productivity and goal achievement and to determine areas needing improvement. 6. Prepare training schedules of employees and train them accordingly. 7. Liaison with District Administration / Client Departments for timely delivery of services to citizens 8. Must be fully proficient in PC Software's and skills. 9. Must have good communication skills. 10. Monitor processes to ensure that services are delivered to the citizen efficiently and effectively. 11. Coordinate with PMU regarding addition of new services time by time.
2	ICT Infrastructure & Database Management Officer	17	40	Minimum 16 Years of Education with a Degree in ICT or relevant field. At least 05 years of relevant hands on experience	<ol style="list-style-type: none"> 1. Responsible for the design, development, administration and customization of database required for the online services, software and portals of the CFCs of the respective Division. 2. Must have strong knowledge of database management systems.
3	Facility Management Assistant	16	40	Minimum 16 Years of Education with a Degree in Management/ICT or related. At least 02 years of relevant hands on experience	<ol style="list-style-type: none"> 1. Assist in overall management and smooth operations of respective CFC. 2. To look after, improve, standardize the operational systems, processes and policies at CFC. 3. Assist in preparing work schedules and assigning specific duties. 5. Any task assigned by the Facility Management Officer.
4	Helpdesk Reps	11	35	Minimum 14 Years of Education (BS/B.A or equivalent) with at least 02 years of relevant experience	<ol style="list-style-type: none"> 1. Guide and assist the citizens in initial preparation of required documents for any service. 2. Provide information to the citizens regarding application process of any service. 3. Check the required documents for further application process. 4. To act professionally when dealing with the citizens. 5. To properly entertain the citizens regarding any query. 6. To assist the whole CFC staff in application processing and services delivery. 7. Involved in assisting main systems users (telephone based) resolving system difficulties, providing advice and assistance with PC, network and application problems.
5	Customer Service Representative	11	35	Minimum 14 Years of Education (BS/B.A or equivalent) with at least 02 years of relevant experience	<ol style="list-style-type: none"> 1. Receive documents from the citizens, prepare and process application. 2. Enter data of citizen application in the system. 3. Guide the citizens in any query related to application processing. 4. Provide information to the citizens regarding application process of any service. 5. To act professionally when dealing with the citizens. 5. Responsible of the day to day tasks assigned by Manager Facilitation Centre 3. Compile day end report against the visitor forward to concerned department for further processing. 4. Requires ability to navigate a computerized data entry system or other relevant applications.
6	Receptionist	11	35	Minimum 14 Years of Education with a Degree in Social Science/ Management or equivalent with at least 02 years of relevant experience	<ol style="list-style-type: none"> 1. Assist visitors and verify documents of visitors. 2. Must have good communication and public dealing skills. 3. Operate a switchboard and receive visitors so that all callers/visitors are dealt with promptly, courteously, and accurately. 4. Receive and correctly route incoming and outgoing telephone calls at a switchboard or multi-line phone and maintain long distance call logs. 5. Take and distribute accurate messages. Greet visitors and determine the nature of their visit; issue visitor passes and maintain visitor logs; alert appropriate party of visitor arrival or direct visitors to appropriate office, department or employee. 6. Respond to routine inquiries from internal or external sources, for example on the organization's location, hours of operation, phone numbers, or email address. 7. May also perform miscellaneous administrative activities such as booking meeting rooms, typing, organizing and distributing mail, receiving and sending courier packages.
7	Dispatcher	7	35	Minimum 12 Years of Education with a Degree in Social Science/ Management or equivalent with at least 02 years of relevant experience	<ol style="list-style-type: none"> 1. Collect, sort, and distribute internal and external mail (for example, letters, packages, legal documents) to meet delivery deadlines. 2. Responsible for dispatch, delivery to and returning back of citizens applications from respective offices of Service Delivery Departments. 3. Keep track record of applications delivered and returned back. 4. To ensure that the mail reaches its correct destination. 5. Handle and store mail securely to maintain the confidentiality of correspondence. 6. Transport mail between organization facilities. 7. Respond to inquiries from within the organization about mail delivery times and schedules.
8	Security Guards	3	45	Primary Pass	
9	Drivers	6	35	Matric Pass with valid Driving License	
10	Office Boy/Support Staff	3	35	Primary Pass	Performing duties as support staff, dispatching documents, photocopying, serving Tea etc.
11	Sweeper	3	35	Primary Pass	