

Standing at the apex of what is widely acknowledged as one of the most effective and efficient court systems, the Supreme Court's mission is to lead the effective administration of justice with fairness, impartiality and ensuring access to justice for all. We seek to inspire public trust through an effective and responsive justice system.

At the Supreme Court, our push for service excellence centres on raising service quality through learning and innovation while encouraging respect, trust and teamwork amongst fellow colleagues.

A career at the Supreme Court will enable you to contribute to and help enhance justice administration in Singapore. We value your contributions and creativity in our workplace, and will spur you to greater heights through opportunities for continuous learning.

If you are a dynamic, resourceful and highly motivated individual who is keen to build an exciting career with us, join our team.

### **HEARING MANAGEMENT MANAGER**

The Legal Directorate is responsible for case and hearing management of cases filed in the Supreme Court which includes civil and criminal matters filed in the High Court, Court of Appeal and the Singapore International Commercial Court. The candidate will play a key role in the provision of quality customer service at the Legal Registry frontline counters.

You will be expected to:

- Provide customer service at the Legal Registry in a timely, efficient and professional manner.
- Assist in different aspects of the operations of the Legal Directorate as part of quality service delivery and service experience improvement.
- Assist in programmes to establish customer requirements and validate customer satisfaction, in addition to undertaking operational processes and reviewing these for further improvements.
- Collaborate with case management officers and other sections to enhance customer satisfaction and the quality of service delivery.
- Participate as a team member and be involved in projects that affect the operations of the Supreme Court / Legal Directorate.
- Perform any other tasks as assigned by the supervisors.

Requirements:

- Diploma from a recognised Polytechnic or 2 GCE 'A' and 2 'AO' level passes
- Working experience in operations and customer-oriented environment will be an advantage
- Resourceful and able to prioritise and multi-task
- A pleasant and cheerful disposition as well as good inter-personal and communication skills with service aptitude and willingness to go the extra mile
- Well organised and meticulous with commitment to deliver high quality work
- Able to work under pressure
- Pro-active and able to work independently as well as in a team

The application form can be obtained from our website at [www.supremecourt.gov.sg](http://www.supremecourt.gov.sg). If you have what it takes to excel in this role, send us your application form together with the relevant certificates by **26 February 2017** to:

Supreme Court  
HR Section, Level 3M  
Corporate Services Directorate,  
1 Supreme Court Lane, Singapore 178879

Only short-listed candidates will be notified.