



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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### **CIRCULAR No. 8** **OSC Ref. C. 4858<sup>37</sup>**

14<sup>th</sup> January, 2021

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the following **vacant posts in the Agricultural Land Management Division (Kingston), Ministry of Agriculture and Fisheries:**

1. **Laboratory Technician (SOG/ST 3)**, salary range \$918,981 - \$1,092,379 per annum and any allowance(s) attached to the post.
2. **Customer Care Assistant (GMG/AM 1)** salary range \$820,588 - \$975,421 per annum and any allowance(s) attached to the post.

#### **1. Laboratory Technician (SOG/ST 3)**

##### **Job Summary**

Under the direct supervision of the Senior Laboratory Technician (SOG/ST 4), the Laboratory Technician (SOS/ST 3) exercises responsibility for chemical and physical analyses of soil, plant tissue and water samples the calibration of instruments, based on standard operating procedures and accurate recording of results used to determine components and properties, which are used to make recommendations on crop sustainability and fertilizer use for Agriculture.

##### **Key Responsibilities**

- Measures and weighs ingredients used in testing;
- Prepares samples and leaching solutions;
- Prepares work stations and cleans area after use (process includes neutralizing acid spills, which may occur);
- Performs chemical analyses on soil samples to determine pH, total nitrogen, electrical conductivity, chloride, potassium, phosphate, organic matter, exchangeable acidity, moisture, exchangeable cautions and trace elements;
- Performs chemical analyses on plant samples to determine levels of nitrogen, phosphate, potassium, calcium magnesium, iron, zinc, copper and manganese;
- Performs chemical analyses on water samples to determine electrical conductivity, pH, total soluble salts chloride and sulphur;
- Performs chemical analyses on fertilizer and other compound both organic and inorganic for nitrogen, phosphate and potash;
- Performs physical analyses on soil (%sand, %salt, %silt, %clay), percentage moisture in soils, infiltration rate in soils;
- Calculates and records the reading after the analyses is done;
- Calibrates machine and operates Laboratory equipment which assists in the analysis of samples;
- Participates in exhibitions, shows and demonstrations for high and tertiary students.

##### **Required Knowledge/Skills/Competencies**

###### ***Core:***

- Excellent oral and written communication skills
- Strong analytical and problem solving skills
- Good interpersonal skills
- Methodical
- Good time management skills
- Good customer and quality focus skills

###### ***Technical:***

- Sound knowledge of Chemistry and Laboratory procedures
- Proficiency in the use of Laboratory equipment

- Knowledge of internationally accepted Laboratory procedures
- Knowledge of relevant computer applications
- Sound knowledge of the Government's/Ministry's policies and procedures

### **Minimum Required Qualification and Experience**

- CXC/GCE passes in English Language, Mathematics, Chemistry and one (1) other subject;
- One (1) year experience working in a Laboratory environment.

## **2. Customer Care Assistant (GMG/AM 1)**

### **Job Purpose**

Under the general direction of the Manager, Administration and Support Services (GMG/SEG 1), the Customer Care Assistant (GMG/AM 1) is responsible for assisting the general public in all aspects of their interaction with the Ministry as the first line of contact to assist with customer inquiries and complaints and interact with customers to provide and process information. The incumbent will also provide an effective and efficient communication system, both internally and externally.

### **Key Responsibilities**

- Greets and welcomes visitors to the Ministry and directs them to the appropriate office/officer;
- Ensures courteous treatment of all staff and visitors to the Ministry and via telephone;
- Ensures reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures);
- Provides accurate information in-person and via phone/email;
- Ensures that customers' enquiries and complaints are recorded and dealt with;
- Researches, compiles and delivers information to the Customer Care Officers and Unit Head;
- Receives all incoming calls, identifies the officers required and connects callers to the appropriate extensions;
- Answers calls from extensions, dials numbers requested and connects the party called to officers who requested the number;
- Takes and relays messages promptly;
- Reports faults and defects to Unit Head and Service Providers;
- Maintains contact with Divisions/Directors/Outstations for smooth flow of information;
- Advises Cashier and other staff members of the amount owing for private calls;
- Reconciles monthly bills and submits particulars relating to payments of all charges in the Telephone Register;
- Maintains Office security by following safety procedures and controlling access via the Reception Desk (monitor logbook, issue visitor badges);
- Ensures that systems, procedures and working practices are implemented accurately in accordance with established format;
- Ensures that professional attitude and deportment are displayed at all times;
- Maintains the Ministry's Corporate image at all times;
- Reports faults and defects to relevant officers in a timely manner;
- Displays professionalism, confidentiality and good deportment at all times;
- Performs any other related duties which may be assigned from time to time.

### **Required Knowledge, Skills and Competencies**

#### **Core:**

- Good oral and written communication skills
- Customer and quality focus skills
- Initiative
- Good time management skills
- Ability to work in a team
- Compliance
- Integrity
- Ability to manage the client interface

**Technical:**

- Knowledge of Customer Service, telephone ethics and techniques
- Knowledge of Office Management and Ethics
- Public Speaking, Record Keeping and Switchboard Operating skills
- Knowledge of the Ministry's policies and procedures

**Minimum Required Qualification and Experience**

- Four (4) Subjects at the CXC General proficiency/GCE 'O' Levels, including English Language and a numeric subject;
- Customer Service Certification;
- Certificate in Telephone Operating and Ethics
- Training in Public Speaking;
- Three (3) years' experience in a similar field.

**OR**

- Diploma in Management Studies, plus two (2) years' experience in a similar role;
- Training in Customer Service and Telephone Ethics;
- Training in Public Speaking.

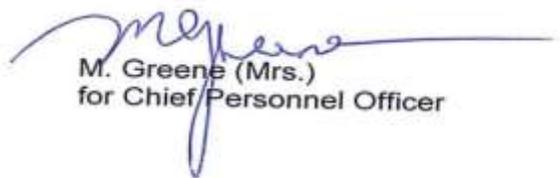
Applications accompanied by Résumés should be submitted **no later than Wednesday, 27<sup>th</sup> January, 2021 to:**

**Senior Director  
Human Resource Management and Development Division  
Ministry of Agriculture and Fisheries  
Hope Gardens,  
Kingston 6**

Email: [hrm@micaf.gov.jm](mailto:hrm@micaf.gov.jm)

Please note that only shortlisted applicants will be contacted.

**Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.**



M. Greene (Mrs.)  
for Chief Personnel Officer