



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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CIRCULAR No. 42

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2nd February, 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 posts in the **Supreme Court**:

1. **Customer Service Officer (GMG/AM 3) (Vacant) (3 posts)**, salary range \$1,181,789 - \$1,404,775 per annum and any allowance(s) attached to the post.
2. **Digital Recording Clerk (MIS/IT 2) (Vacant) (7 post)** salary range \$931,156 - \$1,106,851 per annum and any allowance(s) attached to the post.

1. Customer Service Officer (GMG/AM 3)

Job Purpose

Under the direct supervision of the Deputy Registrar, the incumbent interacts with the users of the Court to provide relevant information, process documents and assistance with a view to resolve all queries and complaints received.

Key Responsibilities

- Responds to enquiries at the Public Service Counter and on the telephone;
- Responds to enquiries about Court processes, Court dates and times for the Supreme Court;
- Checks the designated storage area for orders/ judgements and requisition documents to be collected by clients;
- Ensures that customers sign for all documents received;
- Vets all incoming applications submitted for legal compliance;
- Provides information to the users of the Court about Court policies and procedures, case status, scheduling of Court proceedings and Court proceedings in general;
- Keeps parties informed of changes e.g., of Courtrooms and hearing times;
- Provides updates to the users of the Court on the status of their files;
- Generates case file number for all new claims as soon as they are presented at the Customer Service;
- Assists with Customer requests for information;
- Releases Claim Forms for further stamping at the Tax Administration Jamaica (UP-stamping) where appropriate;
- Distributes files to the relevant officers;
- Sorts the documents for scanning and entering and deliver to the Data Validation Officer;
- Generates file numbers for all new case received;
- Ensures that files are re-shelved at the end of the working day;
- Assists with the preparation of certified copies and attested copies;
- Contacts and informs Attorneys to pick up documents in respect of corrections to be made to orders;
- Contacts Attorneys in relation to arrangements for video link hearings;
- Refers customers to the Registrar/ Deputy Registrar or other Court Staff;
- Facilitates requests for documents to be copied from a file;
- Assists the Deputy Registrar by checking for compliance with requisitions for default judgements;
- Provides follow-up Customer Service to clients;
- Performs any other related duties assigned.

Required Knowledge, Skills and Competencies

- Sound knowledge and understanding of the Supreme Court procedures and operations
- Working knowledge of the relevant computer software applications
- Excellent customer relations and interpersonal skills

- Excellent oral and written communication skills
- Knowledge of the Government of Jamaica Records Management procedures
- Good time management skills
- Good organizational and planning skills
- Ability to work in teams
- Ability to use Initiative
- Integrity and confidentiality

Minimum Required Qualification and Experience

- Associate Degree in Business Administration or related field;
- Training in Customer Service.

2. Digital Recording Clerk (MIS/IT 2)

Job Purpose

The Digital Recording Clerk is responsible for providing high-level Audiovisual (AV) support and advice to Courtroom staff.

Key Responsibilities

- Responds to requests from the Infrastructure Manager;
- Maintains the Court's Av equipment by: researching and advising the maintenance and replacement of equipment as well as specifications of same to be ordered;
- Cleans and maintains equipment, reporting damages to the Infrastructure Manager;
- Diagnoses and resolves issues related to Audiovisual Media Systems;
- Documents the repairs and maintenance of Audiovisual Media Systems;
- Assists with management of AV inventory;
- Co-ordinates the processing of audiovisual recordings by: setting up and supporting Audio/Video conferencing, ensuring all related sites are connected on time and transmitting good audio;
- Troubleshoots all audio/video conferencing issues;
- Investigates faults and recommending further actions to remedy;
- Has responsibility for capturing Court proceedings in digital formats as the chief operator of audio/video recording software;
- Ensures the Courtroom's audiovisual environments are clean, presentable and free of any occupational hazards;
- Maintains a Library of recorded files that can be accessed on demand from a database;
- Co-ordinates the installation processing of audiovisual queries by: consulting with clients to determine their needs;
- Maintains contact with external stakeholders to satisfy information needs of clients;
- Prepares quotations for recording material requested;
- Co-ordinates the installation of equipment (public address system, recording mechanisms, video recorders, etc.) used for Court hearings and presentations;
- Assists with the preparation of the Budget by providing information on: the capital cost of purchasing, new equipment, replacing equipment and supplies, the cost of servicing equipment;
- Documents technical metadata for preservation and access to audio-visual resources;
- Keeps abreast of trends and issues pertinent to role and function;
- Submits progress reports on work-related activities and other assigned projects;
- Liaises with the Head of Department in the identification of training opportunities for technical staff;
- Conducts on-the-job training for technical staff.

Required Knowledge, Skills and Competencies

- Sound knowledge and understanding of the Supreme Court procedures/operations
- Understanding of information technology tools and techniques
- Proficiency in utilizing existing and/or new technologies
- Good oral and written communication skills
- Good time management skills
- Good organizational and planning skills
- Good customer relations skills
- Good interpersonal relationship building skills

- Ability to work in a team
- Adaptability
- Ability to prioritize and problem-solving effectively
- Ability to use Initiative
- Integrity and confidentiality

Minimum Required Qualification and Experience

- Diploma in Computer Studies or equivalent qualification from an accredited Institution with one (1) year's related experience in a related field;
- OR**
- Four (4) CXC/GCE 'O' level subjects, including English Language, Information Technology, Mathematics or Accounts, with (3) years related experience.

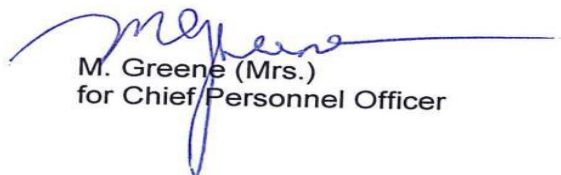
Applications accompanied by Résumés should be submitted **no later than Monday, 15th February, 2021 to:**

**Senior Human Resource Officer
Human Resource Department
Supreme Court
King Street
Kingston.**

Email: hrd@supremeCourt.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