



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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CIRCULAR No. 203

OSC Ref. C.4858³⁹

22nd June, 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/be assigned to the following posts in the **Ministry of Agriculture and Fisheries**:

1. **Senior Public Procurement Officer (GMG/SEG 1) – Corporate Service – Public Procurement Branch – (Not Vacant)**, salary range \$1,577,167–\$1,874,755 per annum and any allowance(s) attached to the post.
2. **Customer Service Monitoring and Evaluation Officer (GMG/AM 3) – Customer Service Branch – (Vacant)**, salary range \$1,181,789 - \$1,404,775 per annum and any allowance(s) attached to the post.

1. Senior Public Procurement Officer (GMG/SEG 1)

Job Purpose

Under the direct supervision of the Director – Public Procurement (GMG/SEG 3), the Senior Public Procurement Officer (GMG/SEG 1), researches information on prices and procures goods and services requested by the various Departments.

Key Responsibilities

Management/Administrative:

- Prepares contracts;
- Co-ordinates public procurement tender closing and opening exercises;
- Reviews Tender Evaluation Reports;
- Assess quotations and makes recommendations for award;
- Prepares addenda to tender documents;
- Ensure that all Organization's Contracts are reviewed by the Legal Department;
- Maintains Contract Register;
- Prepares Procurement Plans for the Organization;
- Maintains Database with current cost and location of goods, works and services and establishes links with ones in other Government Agencies;
- Assists with negotiation with suppliers/contractors to obtain best prices and value for money;
- Liaises with Finance Division to ensure compliance with contract conditions for payments and other procurement guidelines;
- Maintains Data File with Government of Jamaica Procurement procedures;
- Provides liaison services between the PPC, the Ministry of Finance and the Public Services, Office of the Prime Minister and Organization representatives;
- Reviews all Tender Reports for submission to the Procurement Committee, Organization Sector Committee, Contracts Committee and OPM;
- Keeps track of the Procurement process of each submission from preparation of Tender Reports to job completion and contract termination;
- Advises, supports and assists employees on all aspects of the procurement process and procedures;
- Ensures that Procurement Committee and Organization Sector Committee Submission requirements are adhered to, and that proper documentation in respect of received bids/proposals is maintained;
- Assists the Director, Procurement to set priorities and to formulate procedures;
- Advises the Director, Procurement or Director, Administration & Property Management on suppliers reliability/suitability and performance;
- Attends meetings of Procurement and Contracts Committee in the absence of the Director, Procurement;

- Provides guidance to internal/external customer on the Ministry's Procurement policies and procedures;
- Develops priority settings for the client;
- Ensures that cheques and Withhold Tax Certificates are collected by the supplier once goods are received in good condition and according to Purchase Order;
- Ensures that invoices are received from suppliers and the appropriate Programme Managers have signed "Goods received or Services rendered";
- Ensures that procurement practices conform with the relevant Acts;
- Liaises with the Accounts & Finance Division to ensure that supplier's invoices are paid in a timely manner;
- Establishes and maintains an inventory listing of equipment bought etc.;
- Advises on the reliability and performance of suppliers;
- Attends meetings of Procurement and Contracts Committee in the absence of the Director, Procurement;
- Performs any other duties as directed by the Director.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Ability to work as a team
- Ability to work on own initiative
- Good inter-personal skills
- Managing the client interface
- Integrity
- Professionalism

Technical:

- Good knowledge of the stipulations of the FAA Act
- Good knowledge of the Ministry's policies, practices and procedures
- Good knowledge of the Procurement Guidelines
- Proficiency in the relevant computer applications

Minimum Required Qualification and Experience

- Bachelor's Degree: Management Studies, Accounting, Business Administration, Public Administration, Public Sector Management, Economics or any related field;
- Certificate in Public Procurement: UNDP/CIPS Level 2 or INPRI Level 3 and MIND;
- Three (3) years' experience in related field; **or**
- ACCA Level 2;
- Certificate in Public Procurement: UNDP/CIPS Level 2 or INPRI Level 3 and MIND;
- Three (3) years' experience in related field; **or**
- Diploma in Business Administration, Accounting or any related field;
- Certificate in Public Procurement: UNDP/CIPS Level 2 or INPRI Level 3 and MIND;
- Five (5) years' experience in related field.

Special Conditions Associated with the Job

- Visit suppliers to determine the quantity of goods to be procured;
- May be required to work beyond normal working hours and on weekends.

2. Customer Service Monitoring and Evaluation Officer (GMG/AM 3)

Job Purpose

Under the direction of the Manager, Customer Service Monitoring and Evaluation (GMG/SEG 2) the Customer Service Monitoring and Evaluation Officer (GMG/AM 3) is responsible for providing support and assistance in the collection and analysis of data and the preparation of relevant reports for monitoring and evaluation of the Customer Service Programme.

Key Responsibilities

Technical/Professional:

- Assists the M&E Officer to collect data, analyse and report on feedback from the MDA's Mystery Shopper Programme;
- Assists the M&E Officer with the evaluation of the Customer Service Training/Sensitization Sessions (Head Office, Outstations, Departments and Agencies), in collaboration with the Human Resource Development Unit;
- Assists the M&E Officer with evaluation of the quality of products and service offerings of the MDA, its Portfolio Agencies and Departments;
- Assists with the deployment and collection of internal and external Customer Service Surveys to determine customer satisfaction. Assists with the analysis of the data;
- Updates the Customer Service M&E Database with relevant data as new information becomes available;
- Collates reports to support the M&E Officer with preparation of the Customer Service M&E reports on a monthly, quarterly, half-yearly and annual basis;
- Support the M&E Officer with the printing, binding and distribution of relevant tools to assist with the collection of data;
- Provides support to the M&E Officer with the development and execution of relevant customer service research;
- Assists with the set-up and logistics of focus groups meetings, gatherings and other sessions to garner feedback from relevant customers;
- Performs other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good customer quality focus skills
- Teamwork and co-operation skills
- Ability to use initiative
- Managing the client interface
- Methodical

Technical:

- Data Entry Skills
- Good Report Writing skills
- Proficiency in relevant software applications
- Knowledge of GOJ Customer Service Policies & Procedures

Minimum Required Qualification and Experience

- Diploma/Certificate in Management Studies or Public Administration or related subject;
- At least two (2) years' experience in supporting data collection and analysis and/or work in a research environment;
- Familiarity in using databases. Familiarity with statistical tools is an asset.

Applications accompanied by résumés should be submitted **no later than Friday, July 2nd 2021 to:**

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

Email: hrm@moa.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.



**Merle I. Tam (Mrs.)
for Chief Personnel Officer**