



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

30 NATIONAL HEROES CIRCLE, KINGSTON 4

JAMAICA, WEST INDIES

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### **CIRCULAR No. 294** **OSC Ref. C. 4860<sup>9</sup>**

**2<sup>nd</sup> September, 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 post of **Senior Secretary (OPS/SS 3) (Vacant)** in the **Claims & Benefits Section, Social Security Division, 14 National Heroes Circle, Kingston** of the **Ministry of Labour and Social Security**, salary range \$969,060 - \$1,151,908 per annum and any allowance(s) attached to the post.

### **Job Purpose**

To provide administrative/secretarial support to the Chief, Claims and Benefits, in order to meet the objectives of the Claims and Benefits Section and fulfil the Ministry's mandate.

### **Key Responsibilities**

#### **Technical**

- Drafts and types letters as requested by Manager;
- Types Disallowance Letters to applicants/claimants;
- Receives and dispatches incoming and outgoing mail;
- Maintains physical filing system and diary of the Manager;
- Updates the Attendance Register and E-1 forms;
- Prepares Late Arrival Reports;
- Assigns Application/Claim Files to Typists;
- Maintains and monitors stationery and equipment for the Section;
- Tracks movement of files on the Electronic System to the relevant officers or offices/sections;
- Assists with the processing of applications for NIS benefits;
- Examines all documents enclosed in files to ascertain accuracy before typing;
- Answers the telephone;
- Provides information on the status of applications for National Insurance benefits to customers;
- Prepares and submits reports of duties performed;
- Performs any other related duties that may be assigned from time to time.

#### **Human Resource**

- Monitors and evaluates the performance of direct reports, prepares Performance Appraisals and recommends and/or initiates corrective action where necessary to improve performance and/or the attainment of established professional and/or organizational goals;
- Recommends leave, acting arrangements and disciplinary action in keeping with Staff Orders.

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

#### **Core**

- Good oral and written Communication skills
- Team work and co-operation
- Goal/Results oriented

### Functional

- Working knowledge of the National Insurance Act.
- Proficiency in the use of the relevant computer applications.
- Excellent typing skills.
- Good customer service skills.
- High level of integrity.

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

- CXC or GCE 'O'Level subjects including English Language;
  - Successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies;
  - Proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute;
  - Four to five (4-5) years' general office experience;
- OR**
- Graduated from an accredited school of Secretarial Studies;
  - Proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute;
  - Training in the use of a variety of software applications e.g., word processing, database and spread sheets;
  - English Language at CXC or GCE 'O'Level;
  - Completion of the appropriate Office Professional Training Course at the Management Institute for National Development (MIND);
  - Four to five (4-5) years' general office experience;
- OR**
- Successful completion of the Certified Professional Secretary course;
  - Proficient in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute;
  - English Language at CXC or GCE 'O'Level;
  - Training in the use of a variety of software applications;
  - Four to five (4-5) years' general office experience;
  - Appropriate Office Professional Training Course at the Management Institute for National Development (MIND).

Applications accompanied by résumés should be submitted **no later than Wednesday, 15<sup>th</sup> September, 2021 to:**

**Senior Director HRM&D  
Ministry of Labour & Social Security  
14 National Heroes Circle  
Kingston 4**

Email: [resume@mlss.gov.jm](mailto:resume@mlss.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**