



**OFFICE OF THE SERVICES COMMISSIONS**  
(CENTRAL GOVERNMENT)  
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING  
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**CIRCULAR No. 407**  
**OSC Ref. C. 4860<sup>9</sup>**

**25<sup>th</sup> November, 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 **Ministry of Labour and Social Security**:

1. **Customer Service Officer (GMG/AM 2) (Vacant)** in the **National Investment Secretariat. (New Kingston)**, salary range \$1,025,878 - \$1, 219,446 per annum and any allowance(s) attached to the post.
2. **Accounting Technician (FMG/AT 1) (Vacant)** in the **National Council for Senior Citizens**, salary range \$829,622 - 986,160 per annum and any allowance(s) attached to the post.

**1. Customer Service Officer (GMG/AM 2)**

**Job Purpose**

Interacts with customers to provide and process information in response to inquiries, concerns and requests concerning the NIF.

**Key Responsibilities**

- Carries out investigations into the circumstances of families of overseas workers who answers telephone inquiries;
- Receives all mail and distributes to relevant Branch;
- Disburses cheques;
- Types and prepares letters, memos pro-forma invoices;
- Maintains staff Attendance Register;
- Responds promptly to customers inquiries;
- Handles and resolves customer complaints;
- Obtains and evaluates all relevant information to handle service inquiries;
- Directs unresolved issues to the relevant officer;
- Documents details of action taken;
- Follows up on customer inquiries;
- Calculates time and stamps parking tickets for visitors.

**Required Knowledge, Skills and Competencies**

a) Specific Knowledge

- ✓ Excellent knowledge of Customer Service practice
- ✓ Good knowledge of the basic operation of the NIF

b) Required skills and Specialised Techniques

- ✓ Good communication skills
- ✓ Proficiency in relevant computer applications
- ✓ Good planning and organizing skills
- ✓ Good oral and written communication skills

**Minimum Required Qualification and Experience**

- Associate Degree in Management Studies, Public Administration, Business Administration;
- Diploma/Certificate in Customer Service;
- Three (3) years in Customer Service.

## 2. Accounting Technician (FMG/AT 1)

### Job Purpose

To be a senior checker of bills, claims, invoices etc. to ensure their validity and accuracy and for entry to accounts payable.

### Key Responsibilities

***Checks all regular bills, claims, vouchers assigned, ensuring that there is probity, propriety, regularity, authenticity and accuracy of claim and checks Imprests Reimbursement Claims, contract and other technical vouchers or claims by:***

- Checking thoroughly all vouchers assigned for the following:
  - ✓ the presence of an approved commitment requisition
  - ✓ the presence of necessary bills/claims/documents, authority etc. and that it has been countersigned by the Programme Manager where necessary
  - ✓ arithmetical accuracy e.g. the application of correct rates and the deduction of all amounts deductible
  - ✓ adherence to contract/agreement, and for the presence of a valid certification that the goods and services have been properly received and stock placed on inventory
  - ✓ adherence to the FAA Act, FAA Act Financial Regulations, FAA Act Instructions, staff orders and all other pertinent statutes
  - ✓ the accuracy of the account codes and other information recorded on the voucher
  - ✓ all other checks as deemed necessary.
- Signs vouchers “**checked**” that are correct in all regards;
- Enters all checked vouchers into accounts payable.

### Required Knowledge, Skills and Competencies

#### ■ Skills:

- ✓ Good team skills
- ✓ Excellent interpersonal skills.

### Minimum Required Qualification and Experience

- AAT Level 1;
- ACCA-CAT Level 1/A,
- Certificate in Public Administration UWI,
- Certificate Management Studies UWI,
- Diploma Business Administration/Studies from a Community College;
- NVQJ Level 1 Accounting;
- Certificate in Accounting from an accredited University;
- Certificate Government Accounting Level 1;
- Completion of first year of B.Sc. Degree in Accounting/Management Studies with Accounting or BBA at an accredited University; or
- Completion of first year of Associate Degree in Accounting/Business Administration/Business Studies from an accredited tertiary institution.

Applications accompanied by résumés should be submitted **no later than Wednesday, 8<sup>th</sup> December, 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