



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
30 NATIONAL HEROES CIRCLE, KINGSTON 4
JAMAICA, WEST INDIES
TEL: 876-922-8600
FAX: 876-924-9764
EMAIL: communications@osc.gov.jm
WEBSITE: www.osc.gov.jm

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6th December, 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. **Customer Service Monitoring and Evaluation Officer (GMG/AM 3) – (Vacant) Customer Service Branch**, salary range \$1,229,060 - \$1,460,966 per annum and any allowance(s) attached to the post.
2. **Cartographer (SOG/ST 4) – (Vacant) Agricultural Land Management Division**, salary range \$955,740 - \$1,136,075 per annum and any allowance(s) attached to the post.
3. **Accounting Technician 2, (FMG/AT 2) – (Not Vacant) Project Management and Co-ordination Division**, salary range \$953,768 - \$1,133,731 per annum and any allowance(s) attached to the post.

1. **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 (M&E) 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, analyses and reports 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
- Customer and quality focus

- Teamwork and co-operation skills
- Initiative
- Managing the client interface
- Methodical

Technical

- Data Entry skills
- 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 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.

2. Cartographer (SOG/ST 4)

Job Purpose

Under the direction of the Senior Cartographer (SOG/ST 6), the Cartographer (SOG/ ST 4) is responsible for the organization and presentation of information in a graphical format (maps, graphs and charts through survey notes, original maps aerial photographs or other records). The Cartographer develops maps, charts, diagrams and related graphs from aerial photographs and research, together with map specifications (size, scale and production) used by Planners and a range of agricultural stakeholders for land use surveys and Land Evaluation Analysis.

There is also the responsibility to participate in associated research, verifications and calculations in support of high level cartographic work.

Key Responsibilities

Technical/Professional:

- Collects, compiles, analyzes and interprets Geographic Information;
- Examines, records and survey notes and develops production specifications;
- Processes information which entails coding, categorizing, calculating, tabulating or verifying information or data;
- Supports the Senior Cartographer on field visits to determine or verify data or to conduct investigations, for example on soils or land use and land classification;
- Scans and geo-references maps;
- Applies the appropriate project systems for utilization in mapping locations;
- Participates in field visits;
- Calculates and produces estimates for maps, aerial photographs and charts.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good customer and quality focus skills
- Excellent interpersonal skills
- Good problem solving and decision making skills
- Good conflict management skills
- Methodical
- Teamwork and co-operation

Technical:

- Excellent analytical skills
- Sound knowledge of GIS technology and its application in agriculture and land planning
- Sound knowledge of data capture techniques- remote sensing and GPS
- Proficient in the use of relevant computer software (Arc View, Arc Info and other software)
- Knowledge of the Government's/Ministry's policies and procedures.

Minimum Required Qualification and Experience

- Associate Degree in Urban and Regional Planning, Physical Planning or related area;

OR

- Five (5) CXC/GCE O' Levels inclusive of Mathematics, English Language, Technical Drawing and two (2) years' experience in the field.

Special Condition Associated with the Job

- Exposure to chemical fumes and ultra violet rays from Blue Ray Machine;
- Extended exposure to rays from computer monitor.

3. Accounting Technician 2 (FMG/AT 2)

Job Purpose

Under the direct supervision of the Senior Project Accountant (FMG/PA 4), the Accounting Technician 2 (FMG/AT 2) provides accounting support to the Project Management & Co-ordination Division by preparing expenditure statements, ledgers, reports and vouchers in accordance with the Financial Administration and Audit Act (FAA Act) and the regulations of the Multilateral & Bilateral Agencies.

Key Responsibilities

Technical Professional

- Prepares payment vouchers (traveling claims, utilities, purchasing of goods and services, stationery etc.) for the Division;
- Prepares Advance Payment Vouchers;
- Updates and maintains Accounting Ledgers for the Division
- Prepares Bank Reconciliation Statements for one project;
- Draws cheques;
- Posts vouchers to Expenditure Control Ledger for the Division;
- Checks and verifies Payment Claims with supporting documents;
- Ensures that bills, Statutory Deductions and utility bills are prepared;
- Prepares monthly listing of all documents processed;
- Conducts physical count of inventory;
- Generates statements on financial transactions;
- Reallocates funds and produces evidence of transactions;
- Participates in the processing of payments on invoice;
- Conducts research and provides historical expenditure information as required;
- Maintains complete and up-to-date files and records on projects;
- Prepares Purchase Orders facilitating the procurement of goods;
- Prepares and submits reports to the Senior Project Accountant on the status of activities undertaken;
- Performs any other related duties as directed by the Senior Project Accountant or Senior Director, Project Management and Co-ordination Division.

Required Knowledge, Skills and Competencies

Core

- Good oral and written communication skills
- Interpersonal skill
- Initiative
- Integrity
- Social skills
- Adaptability
- Goal/results oriented
- Teamwork and co-operation
- Customer and quality focus
- Methodical
- Problem solving and decision making
- Planning and organizing skills

Technical

- Proficiency in the relevant computer software
- Sound knowledge of the Government of Jamaica's Financial Administration and Audit Act (FAA) and procurement guidelines
- Sound knowledge of the regulations of the Multilateral & Bilateral Agencies and stipulations & conditions in various project documents.

Minimum Required Qualification and Experience

- AAT Level 2; or
- ACCA – CAT Level B/Level 2; or
- NVQJ Level 2, Accounting; or
- Certificate in Accounting from an accredited University; or
- Completion of second year of the BSC. Degree in Accounting/Management Studies with Accounting or BBBA Degree at an accredited University; or
- A.Sc. Degree in Business Studies/Business Administration/Management Studies; or
- A.Sc. Degree in Accounting from the Management Institute for National Development (MIND); or
- Certificate in Government Accounting Level 2.

Applications accompanied by résumés should be submitted **no later than Friday, 17th December, 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**