



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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### **CIRCULAR No. 355** **OSC Ref. C.4857<sup>17</sup>**

24<sup>th</sup> August, 2022

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to be assigned to the post of **Senior Quality Officer (Level 6) (Not Vacant)** in the **Maritime Authority of Jamaica (MAJ)**, salary range \$1,974,626 - \$2,567,016 per annum and any allowance(s) attached to the post.

#### **Job Purpose**

Under the direction of the Deputy Director General, the Senior Quality Officer ensures that services offered by the Maritime Authority of Jamaica (MAJ) meets both internal and external quality assurance requirements. The incumbent is responsible for the planning, developing, co-ordinating and implementing activities aimed towards meeting and maintaining the required Quality Management Standards (QMS).

The job is to be performed in such a manner that this position supports the service quality and image of the Maritime Authority of Jamaica (MAJ).

#### **Key Responsibilities**

- Collates and analyzes performance data and charts against defined parameters;
- Develops and implements effective customer feedback mechanisms and monitors to ensure complaints and non-conformities are rectified;
- Arranges and conducts periodic customer surveys;
- Responds to queries/concerns of stakeholders received via e-mail or telephone in a timely manner on job related functions;
- Works with sub-committees to address findings and actions related to various audits;
- Identifies relevant quality-related training for the general staff;
- Undertakes and performs other related functions assigned from time-to-time as required.

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

- Updated knowledge of international quality management standards (ISO) and other relevant international Maritime regulations.
- ISO 9000 Auditor Training
- Well-developed analytical and technology skills and sound judgement
- Good leadership skills with the ability to organise and plan projects
- Ability to analyse numerical and statistical data
- Ability to communicate effectively, orally and in writing
- Ability to formulate and deliver training modules
- Excellent interpersonal skills conducive to the establishment and maintenance of good working relationships internally and with the Shipping Industry and related organisations

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

- Bachelor's Degree in Business Administration **or** Management Studies **or** Diploma in Marine related area.
- ISO 9000 Auditor Training
- Minimum of three (3) years' experience working with quality assurance systems
- Minimum of two (2) years' experience conducting ISO Audits

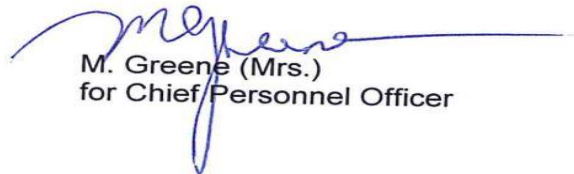
Applications accompanied by résumés should be submitted **no later than Tuesday, 6<sup>th</sup> September, 2022 to:**

Director, Corporate Services  
Maritime Authority of Jamaica  
2<sup>nd</sup> Floor, The Office Centre Building  
12 Ocean Boulevard  
Kingston

Email: [sdmitchell@jamaicaships.com](mailto:sdmitchell@jamaicaships.com)

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