



Office of the Services Commissions

(Central Government)

Ministry of Finance and the Public Service Building

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CIRCULAR No. 381 **OSC Ref. C. 6555¹⁴**

7th September, 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 **Client Facilitation Officer (GMG/AM 4) – (Contract)** in the **Cannabis Licensing Authority**, salary range \$1,467,234 – \$1,744,080 per annum and any allowance(s) attached to the post.

Job Purpose

Under the direct supervision of the Client facilitation Supervisor, the Client Facilitation Officer is responsible for providing information and guidance to customers/applicants who are interested in applying for licence, permit or authorization to handle ganja or hemp or obtain other services from the Authority, in accordance with the relevant law, regulations or policies and procedures.

Key Responsibilities

Customer Service:

- Provides timely responses to enquiries received via walk-in, email, or telephone;
- Provides timely information and guidance to customers on matters related to the Authority and the application and licensing processes;
- Maintains a respectful and professional demeanour;
- Informs customers of the application process and provides clear instructions on how to complete relevant Forms and documentation required;
- Distributes customer questionnaires, surveys, and polls;
- Accepts oral and written feedback from clients and submits written reports to the Client Facilitation, Supervisor;
- Maintains a record of customer enquiry and documents received;
- Escalates complaints to the Client Facilitation, Supervisor as necessary;
- Participates in workshops, seminars, or training exercises to increase knowledge or awareness of internal and external customers.

Application Processing:

- Uses Application Checklist to screen client's applications upon receipt and after submission;
- Assesses validity of all documents submitted upon making an application;
- Creates hard and electronic files upon receipt and acknowledgement of an application;
- Advises customers of incompleteness or any other corrections to be made;
- Provides response (electronic or otherwise) to acknowledge/confirm receipt of an application;
- Advises clients of requisite fees to be paid, where applicable;
- Provides timely follow-up with applicants who do not progress their applications in a timely manner;
- Checks with the Finance and Accounting Department to verify payments made by applicants;
- Finalizes, verifies and dispatches completed applications, through the Client Facilitation, Supervisor to the Application Processing Supervisor for processing;
- Recommends amendments to forms based on customer feedback;
- Updates existing files based on client interactions;
- Advises applicants of approval of licences and issuance date;
- Distributes licences, permit or authorization to Applicant or Authorised Agents, if so advised;
- Directs enquiries or Citizen Reports to the relevant persons within or outside the Authority subject to requisite consultation and approval;
- Adheres to established, relevant policies and procedures of the Authority;
- Contributes to Divisional planning and reporting.
- Performs any other job-related duties as assigned by the Client Facilitation Supervisor or Director, Licensing and Applications.

Required Knowledge, Skills and Competencies

- Good oral and written communicating skills
- Working collaboratively
- Developing capability
- Ability in seeing the bigger picture
- Effective decision-making skills
- Driving continuous change and improvement
- Demonstrating a commercial and business mindset
- Office and Administrative Support Services
- Ensuring value for taxpayers' money
- Ensuring a quality service
- Knowledge in Information Management
- Knowledge in Technology and Resource Management
- Proof-reading and referencing services

Minimum Required Qualification and Experience

- First Degree in Business or Public Administration or any other relevant field from a recognised tertiary institution with at least one (1) year working experience;
- Proficiency in Microsoft Office Suite;
- Experience in Customer Service would be an asset.

OR

- Diploma or Associate Degree in Management Studies, Business or Public Administration or equivalent qualifications;
- Two-three (2-3) years' experience in a related field;
- Proficiency in Microsoft Suites;
- One (1) year experience in Customer Service.

Special Conditions Associated with the Job

- Maybe required to work long and unscheduled work hours to meet critical deadlines, including on weekends and public holidays.

Applications accompanied by résumés should be submitted **no later than Tuesday, 20th September, 2022 to:**

**The Director,
Human Resource Management and Development
Cannabis Licensing Authority
4th Floor, Pan Jam Building,
60 Knutsford Boulevard, Kingston 5**

Email: vacancies@cla.org.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**