



Office of the Services Commissions

(Central Government)

Ministry of Finance and the Public Service Building

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CIRCULAR No. 518

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25th November, 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 fill the following **vacant** posts in the **Real Estate Authority of Jamaica (REAJ)**:

1. **Senior Legal Officer**, salary range \$3,764,121- \$4,516,945 per annum and any allowance(s) attached to the post.
2. **Senior Customer Service Officer**, salary range \$1,520,267 - \$1,806,777 per annum and any allowance(s) attached to the post.
3. **Customer Service Officer**, salary range \$1,185,001 - \$1,423,022 per annum and any allowance(s) attached to the post.

1. Senior Legal Officer

Job Purpose

Reporting to the Chief Executive Officer (CEO), the Senior Legal Officer will be responsible for providing legal advice and services for REAJ including preparation of legal documents, initiating prosecutions on behalf of REAJ, the provision of legal advisory services and ensuring the effective management of legal and contractual risks.

Key Responsibilities

- Provides legal advice to the Board, CEO, and other members of staff on the interpretation and application of laws impacting the Organization;
- Provides legal protection and risk management advice;
- Provides input for the drafting of Cabinet Submissions, Legislation Committee Submissions and assists with the vetting of Cabinet Submissions prepared by the Departments and provides feedback to respective personnel before Submission to Cabinet;
- Represents the Organization at meetings and conferences where matters with legal implications are considered;
- Represents the Organization in the Courts as required, negotiates, and recommends out of Court settlements as necessary;
- Recommends amendments to required Acts and Regulations, advises on legal implication for any proposal formulation; liaises with external legal counsel in drafting appropriate amendments;
- Provides and interprets legal information, conducts training, and disseminates appropriate legal requirements to staff;
- Prepares and reviews all contracts, tenders, agreement for lease or sale of property and legal documents and advises on the legal implications of proposed clauses in contracts being negotiated;
- Reviews and provides advice on legal implications of internal policies and procedures including Human Resource Management issues.

Management/Administrative:

- Prepares Annual/Quarterly and General Progress Reports as required;
- Participates in the REAJ's Strategic Planning process and ensures that the Entity's work is carried out according to plan and agreed targets achieved;
- Participates in meetings, seminars and workshops as required;
- Develops Individual Work Plans based on strategic alignment to the Entity's Strategic and Operational Plan.

Human Resource:

- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring, and coaching;

- Monitors the performance of direct reports and facilitates the timely and accurate preparation of the staff Annual Performance Appraisals and other periodic reviews;
- Participates in the recruitment of staff for the Department and recommends promotion, termination and leave in accordance with established Human Resource policies and procedures;
- Identifies skills/competencies gaps and contributes to the development and Succession Planning for the Branch to ensure adequate staff capacity;
- Facilitates the welfare and development of staff in the Branch;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Department's and the Authority's goals;
- Prepares and conducts presentations on the role of the Section for the Orientation Programme.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills
- Integrity and confidentiality
- Sound negotiating skills
- Sound analytical skills and judgement
- Attention to detail
- Good networking skills
- Strong interpersonal skills
- Excellent time management and organizing skills

Technical:

- Excellent knowledge of the Acts administered by the Real Estate Authority
- Excellent knowledge of conveyancing and commercial law
- Excellent knowledge of the legislative process and administrative law
- Excellent knowledge of legal standards and procedures
- Excellent knowledge of the rules, regulations, and practices as they relate to the operations of Government
- Excellent knowledge of Government of Jamaica procurement guidelines and regulations
- Ability to analyse, appraise and organize facts, evidence, and precedents in complex cases and to present material in a clear and logical form
- Proficiency in Microsoft Office and other relevant computer applications

Minimum Required Qualification and Experience

- Bachelor of Laws Degree from a recognized University;
- Certificate in Legal Education;
- Seven (7) years related experience as an Attorney-at-Law, of which three (3) years' experience is litigation.

2. Senior Customer Service Officer

Job Purpose

Under the direction of the Supervisor, Customer/Client Services, the Senior Customer Service Officer will interact with existing and new clients on the range of services offered by the Board. More specifically, the Senior Customer Service Officer reviews and validates applications in the registration and licensing process for Real Estate Professionals, Strata Corporations and Timeshare Practitioners. The Officer follows through with client queries/concerns, escalating matters to REAJ Representative and maintaining the link between clients and REAJ Representative. The incumbent also assists with designing and implementing activities geared towards improving the client services experience. The Senior Customer/Client Services Officer also provides secretariat support for the Appeals Tribunal and Mediations.

Key Responsibilities

- Disseminates relevant information to clients;
- Processes Applications in a timely manner;
- Screens and directs calls;
- Escalates issues to Supervisor, Customer /Client Services;
- Administers customer/client survey instrument;
- Provides assistance to Supervisor, Customer/Client Services in improving processes;
- Articulate Customer Service Charter;

- Conducts research and data gathering to aid change intervention strategies and techniques;
- Promotes REAJ services via telephone, or direct face to face interaction;
- Facilitates Tribunal and Dispute Resolution Sessions;
- Supports REAJ Public Relations, branding and image building initiatives;
- Interfaces with customers/clients daily and provides relevant, comprehensive, and accurate information on the activities of the Authority tailored to meet customers' and clients' requirements;
- Provides daily interactive customer/client services to resolve concerns/issues in a timely manner;
- Utilizes effective problem-solving techniques and time management skills in the investigation and resolution of customers' and clients' issues and other client service operations;
- Develops and administers client data gathering/survey instruments and assists with analysing of data;
- Conducts research on various issues/concerns and or new developments in the Real Estate Environment and makes suggestions for improvement;
- Promotes the services of the REAJ via telephone contact and/or direct face to face interaction;
- Builds positive productive relations/rapport with clients and customers by forming professional liaisons. Processes and logs all applications for dispute resolutions; schedule and arranges for Dispute Resolution Sessions; updates the information on proceedings and agreements;
- Maintains a high level of professionalism and competence in customer/client interactions and following through on commitments made to customers and clients;
- Prepares scheduled and ad hoc reports on the operations of the Branch.

Required Knowledge, Skills and Competencies

Core:

- Highly customer focused/customer service driven
- Excellent use of ICT devices in customer interactions
- Good understanding of ICT etiquettes/manners
- Good multitasking skills
- Highly developed confidentiality in dealing with customer issues and data
- Possesses dexterity in keyboarding and hand and eye co-ordination
- Possesses innovativeness in resolving client issues
- Ability to work well in a team as well as alone
- Ability to build rapport with clients of REAJ
- Strong ICT orientation – as the environment is technology enabled
- Good communication and professional disposition
- Appreciation of the public service machinery

Technical:

- Good understanding of the operation of REAJ System
- Ability to conduct research
- Good report writing skills
- Strong commitment on following through on customer issues
- Patient and empathetic in dealing with client issues

Minimum Required Qualification and Experience

- Bachelor's Degree in Management, Business/Public Administration, or related Social Science;
- Three (3) years' experience, in a dynamic and change oriented customer service environment.

3. Customer Service Officer

Job Purpose

The Customer Service Officer will provide assistance to existing and new clients on the range of services offered by the Board. More specifically, the Customer Service Officer will be the first point of contact in the registration and licensing process for Real Estate Professionals and Strata Corporations.

Key Responsibilities

- Interfaces with clients daily and provides relevant, comprehensive, and accurate information and guidance on the activities of the Board tailored to meet client requirements;
- Provides daily interactive client services to resolve concerns/issues in a timely manner;
- Serves as first point of contact/liaison on client relations issues between the Agency and the clients by:
 - Managing the interface between the Board and client to eliminate misunderstandings
 - Facilitating the flow of information, including matters escalated
 - Maintaining effective customer/client relations protocols.
- Escalates issues and provides courtesy reminders to Board Representatives on matters escalated;
- Utilizes effective problem-solving techniques and time management skills in client service operations. Investigates client issues to ensure timely resolution;
- Devises systems to ensure follow through on customer/client matters;
- Place telephone calls on behalf of officers;
- Receives and screens incoming calls, relays telephone messages to the appropriate officer in a timely manner;
- Administers client data gathering/survey instruments and assists with analysing of data;
- Assists with research on various issues/concerns and or new developments in the real estate environment and makes suggestions for improvement;
- Promotes the services of the Board via telephone contact and/or direct face to face interaction;
- Assists with the development and implementation of PR, brand, and image building initiatives;
- Conducts research to gather information for aiding change intervention strategies and techniques;
- Builds positive and productive relations/rapport with clients and customers by forming professional liaisons;
- Assists with the administration of internal quality assurance audit by reviewing client experience against established standards;
- Maintains a high level of professionalism and competence in customer/client interactions and follows through on commitments made to clients;
- Assists with improvements in processes to improve service delivery;
- Assists with the development of FAQs (Facts, Answers and Questions) on the Board and draft answers. Provides feedback to management on potential risks to the system.

Required Knowledge, Skills and Competencies

Core:

- Highly customer focused/customer service driven
- Excellent use of ICT devices in customer interactions
- Good understanding of ICT etiquettes/manners
- Good multitasking skills
- Highly developed confidentiality in dealing with customer issues and data
- Possesses dexterity in keyboarding and hand and eye coordination
- Possesses innovativeness in resolving client issues
- Ability to work well in a team as well as alone
- Ability to build rapport with clients of the Board
- Strong ICT orientation – as the environment is technology enabled
- Good communication and professional disposition
- Appreciation of the public service machinery

Technical:

- Good understanding of the operation of Board system
- Ability to conduct research
- Good report writing skills
- Strong commitment on following through on customer issues
- Patient and empathetic in dealing with client issues

Minimum Required Qualification and Experience

- Associate Degree in Management, Business/Public Administration, or related Social Science;
- Certification in Customer Service would be advantageous;

- Two (2) years' experience, in a dynamic and change oriented customer service environment.

Applications accompanied by résumés should be submitted **no later than Thursday, 8th December, 2022 to via: <https://rebcsc.bamboohr.com/jobs>**

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**