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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 (**vacant for 2 years**) in the **Consumer Affairs Commission (CAC)**:

1. **Senior Accountant (GMG/PA 2)**, salary range \$3,332,803 - \$4,482,249 per annum.
2. **Office Manager (GMG/AM 3)**, salary range \$1,753,837 - \$2,358,715 per annum.
3. **IT Specialist (MIS/IT 3)**, salary range \$1,753,837 - \$2,358,715 per annum.
4. **Regional Officer (GMG/AM 3) – (2 posts)**, salary range \$1,753,837 - \$2,358,715 per annum.
5. **Research Assistant (SOG/ST 3)**, salary range \$1,753,837 - \$2,358,715 per annum.
6. **Paralegal (PLG/LS 4)**, salary range \$1,753,837 - \$2,358,715 per annum.
7. **Complaint Officer (GMG/AM 2) – (2 posts)**, salary range \$1,370,094 - \$1,842,625 per annum.

1. **Senior Accountant (GMG/PA 2)**

Job Purpose

Under the general direction of the Finance and Administration Manager, the incumbent is responsible for supervising the day-to-day operations of the Accounting Unit and performing professional level accounting work. Activities include analyzing financial information, preparing Financial Statements/Reports and ensuring that accounting principles and procedures conform to the Financial Administration and Audit (FAA) Act and other Government Regulations and Policies, as well as requirements of the Board of Management.

Key Responsibilities

Management/Administrative:

- Participates in the development of the strategic direction of the Commission;
- Provides professional advice to the Chief Executive Officer, Board of Directors, Senior Managers and other relevant personnel on accounting and financial matters;
- Contributes to the development of the Annual Corporate Plan for the Commission;
- Prepares and submits Performance and other Reports and ensures timely submission of all documents/information as requested;
- Recommends and/or helps to formulate accounting policies, systems and procedures;
- Ensures that proper accounting and financial records are maintained;
- Supervises all financial accounting activities, ensuring that proper systems and procedures are in place for invoicing, collection of receivables, payment of suppliers, payment in respect of contracts, preparation of Cash Reports, reconciling books of accounts and general banking duties.

Professional/Technical:

- Co-ordinates the development of the Commission's Budget by providing technical advice and guidance and enlisting the participation of relevant persons. Ensures that the budget is directly aligned to the Corporate Plan;
- Prepares and submits to the portfolio Ministry, Financial Statements such as:
 - ✓ Monthly Cash Flow Statement
 - ✓ Monthly Statement of Actual Expenditure
 - ✓ Monthly Report of Actual Salaries Paid
 - ✓ Monthly Report on Accounts Payable;

- Exercises budgetary and financial control over funds by ensuring adherence to established limits of expenditure which may be incurred in the implementation of approved programmes. Monitors the Monthly Expenditure Statements to ensure that expenditure does not exceed warrants and funds are available to meet commitments;
- Monitors the operation of the payment of salaries and statutory deductions, completion of annual returns, ensuring that deadlines are met, accuracy and efficiency maintained and there is adherence to regulations;
- Co-ordinates External Audit Engagements and liaises with Auditors during the process to facilitate timely execution of audit;
- Reviews and examines External Audit Report findings and provides detailed explanation to management on the results as is necessary;
- Reviews audited Financial Statements in an effort to assess Company's performance and provide advice and recommendation to management;
- Prepares and maintains the Fixed Register;
- Executes the monthly and year-end system close;
- Liaises with the appropriate Ministries/Departments to ascertain that all bank accounts are funded;
- Liaises with the bank to ensure that specimen signatures are current.

Human Resource Management:

- Ensures that the accounting aspects of personnel-related matters, such as granting of leave, promotion, transfers, acting arrangements, attendance at training courses, disciplinary action etc., are acted upon;
- Ensures that the welfare and developmental needs of staff are identified and addressed;
- Assists the Manager in establishing and maintaining a system that fosters a culture of teamwork, employee empowerment and commitment to the organization's goals and objectives;
- Provides leadership and guidance to junior professional staff in the Unit through effective planning, delegation, communication, training, mentoring and coaching.

Other:

- Serves as a member of the Procurement Committee;
- Collates information from the Procurement Officer and prepares Quarterly Contract Award Report;
- Performs any other related duties which may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Functional/Technical knowledge of Government accounting standards and procedures
- Practical experience in using accounting and payroll software such as Peachtree, Sage or TurboPay
- Professional knowledge
- Technical expertise
- Organizational awareness
- Computer Literacy
- Financial Management
- Integrity
- Compliance
- Customer and quality and focus
- Methodical
- Ability to work in a team
- Excellent oral and written communication skills
- Good interpersonal skills
- Good planning and organizing skills

Minimum Required Qualification and Experience

- Bachelor's degree with a major in accounting or equivalent such as ACCA, Level 2
- Five (5) years relevant experience
- Practical experience in Government Accounting

2. Office Manager (GMG/AM 3)

Job Purpose

Under the direction of the Finance and Administration Manager, the Office Manager is responsible for co-ordinating support activities to ensure organizational efficiency and effectiveness. Work includes procurement of goods and services, maintaining office records and supervision of Receptionist and Ancillary Staff.

Key Responsibilities

Administrative:

- Convenes and participates in meetings relevant to roles and functions;
- Participates in the development of the Unit's operational objectives and standards;
- Contributes to Budget development.

Technical/Professional:

- Maintains a current office inventory;
- Schedules regular servicing of office equipment;
- Submits reports of goods/equipment rendered unserviceable;
- Ensures that the purchasing and maintenance of office equipment is done in accordance with the Government's Procurement Policies;
- Maintains stock levels of brochures, props and promotional materials for distribution within the Commission and its Regional Offices;
- Ensures that the physical plant and office environment is clean, safe and comfortable and that repairs are effected in a timely manner;
- Maintains adequate supplies of office stationery;
- Verifies receipt of supplied goods and services;
- Implements systems to ensure the efficient use of resources;
- Co-ordinates periodic safety drills and evacuation exercises;
- Organizes overseas travel arrangements for the Chief Executive Officer (CEO) and other members of staff;
- Organizes refreshments and accommodation for meetings and assists with outdoor assignments as the need arises;
- Maintains records for Sick and Departmental Leave;
- Ensures that the Telephone System is functional, Switchboard is properly manned and calls are answered appropriately;
- Monitors the routing of internal and external mail.

Human Resource Management:

- Ensures the development and maintenance of personnel records/documents such as Staff Lists, Organizational Charts and Job Descriptions;
- Assists the Manager in establishing and maintaining a system that fosters a culture of teamwork, employee empowerment and commitment to the organization's goals and objectives;
- Provides leadership and guidance to supervised staff through the effective planning, communication, training, mentoring and coaching;
- Ensures that the welfare and developmental needs of staff are identified and addressed;
- Ensures that Safety and Health Standards are documented, circulated and maintained;
- Directs the development and monitors the implementation of a security plan for the Commission.

Required Knowledge, Skills and Competencies

Technical/Functional:

- Good problem-solving, decision-making, planning and organizing skills
- Good people management and leadership skills
- Goal/result oriented
- Impact and influence
- Extensive knowledge of the Government's Procurement Policy
- Extensive knowledge of Office Administration, Human Resource Management and supervisory roles and functions
- Working knowledge of relevant computer applications and systems

Core:

- Excellent oral and written communication skills
- Adaptability
- Ability to work in a team
- Initiative

- Integrity
- Compliance
- Good interpersonal skills

Minimum Required Qualification and Experience

- Bachelor's Degree in Business Administration or equivalent;
- Three (3) years working experience in a related field.

3. IT Specialist (MIS/IT 3)

Job Purpose

The purpose of the job is to provide first level information and communication technology support to all staff members of the CAC and to ensure that all computer systems are fully operational and maintained.

Key Responsibilities

- Ensures all user data and application databases are periodically stored in an offsite backup medium;
- Secures all system passwords through appropriate storage;
- Stores and keeps track of all information and communication technology assets in the Commission;
- Creates network and email user profiles as needed;
- Tracks and resolves user issues through analysis and application of the requisite remedy;
- Provides primary support for issues related to the software, network, and communication technology;
- Identifies and reports issues that require software programming changes to the relevant internal resource or to the third-party vendor;
- Liaises with vendors and third-party service providers during implementation of new services or technology or to resolve issues;
- Installs and maintains software applications and operating systems to ensure optimal use of resources;
- Performs technology needs analysis assessments and makes recommendations to the IT Manager;
- Plans, implements, and supports network and computing infrastructure;
- Assists with the evaluation of vendors bidding for contracts to provide a service or product;
- Assists with technology planning through ongoing research;
- Installs and monitors Information Technology Security Infrastructure;
- Updates and post items to Website;
- Assists in the training of temporary and permanent staff in the use of Information Technology as needed;
- Performs any other related duties which may be assigned from time to time.

Required Knowledge, Skills and Competencies

Functional/Technical:

- Technical skills
- Problem solving and support process
- Vendor relationship management
- Project Management
- Information Security
- Organizational and environmental awareness

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Computer Science or Management Information Systems;
- Three (3) years in the field of Information and Communication Technology.

4. Regional Officer (GMG/AM 3)

Job Purpose

Under the general direction of the Director of Field Operations, the incumbent is responsible for contributing to the effective operations of the Field Operations department by conducting Consumer and Business Education Programmes and investigating consumer complaints filed with the Commission as it relates to breaches of the Consumer Protection Act (CPA).

Key Responsibilities

Administrative:

- Prepares and delivers presentations to schools, business establishments and other community-based organizations, on relevant consumer related issues, the Consumer Protection Act, as well as on the roles and functions of the Consumer Affairs Commission (CAC);
- Visits business establishments to ensure that correct practices and procedures are observed in accordance with the CPA;
- Carries out investigations in respect of complaints filed and contacts vendors by telephone or in writing as required;
- Creates and maintains accurate case files for each complaint investigations;
- Provides guidance and assistance to complainants with a view to resolving complaints;
- Records all requests for advice from consumers
- Solicits third party or expert advice in writing to assist with investigations;
- Prepares and submits monthly reports of all outreach activities conducted, complaints received, and number of cases successfully resolved and closed;
- Contacts prospective organisations, educational institutions, and community-based groups to create opportunities for discussions on the CPA and the role of the CAC in resolving marketplace disputes;
- Participates in CAC's hosted exhibitions/expositions.

Technical:

- Analyzes requests from organisations in relation to the preparation of appropriate materials for presentations;
- Analyzes marketplace trends to determine the focus and delivery of material for material;
- Analyzes information provided by complainant, vendors, as well as third party resource persons, as appropriate;
- Determines appropriate actions to be taken in respect of the particular breaches of the CPA;
- Reviews action taken by vendors and refers case files in respect of possible litigations;
- Prepares reports as required.

Other:

- Assists with the conduct of special surveys;
- Provides administrative support to the Directors of Field Operations and Western Region;
- Performs any other related duties which may be assigned from time to time.

Required Knowledge, Skills and Competencies

Technical:

- Excellent oral and written communication skills
- Good analytical and problem-solving skills
- Client-focused orientation
- Organizational and Environmental Awareness
- Use of technology and proficiency in Microsoft Suite
- Conflict resolution, negotiation and mediation

Core:

- Adaptability
- Integrity
- Ability to work in a team
- Compliance
- Good leadership, people management and interpersonal skills
- Good planning and organizing skills
- Goal/Result Oriented
- Impact and Influence

Minimum Required Qualification and Experience

- Certificate or Diploma from a tertiary level institution;
- Three (3) years Post Certificate experience.

Special Conditions Associated with the Job

- Will be required to work outside of the normal prescribed working hours;
- Mounting and manning of Exhibitions/Expositions.

5. Research Assistant (SOG/ST 3)

Job Purpose

Under the supervision of the Senior Economist, the incumbent is responsible for the compilation and inputting of data for the weekly, monthly and annual surveys (on Grocery, Petrol Hardware, Textbook) or any other survey mandated from time to time.

Key Responsibilities

- Updates the Commission's Survey Data Entry Tool (SDET);
- Assists in the preparation of the Commission's Price Alerts and other periodic/ad hoc reports;
- Documents and analyzes data in respect of surveys conducted;
- Examines movements in prices and availability of goods;
- Conducts investigations as directed by the Director of Research and/or immediate supervisor;
- Prepares written draft reports, along with charts and appendices, to clarify the written accounts;
- Prepares letters, makes telephone calls and arranges interviews to obtain data from producers, importers, retailers and/or consumers as it relates to specific research projects.
- Collects data from the field and conducts work related interviews;
- Clarifies prices obtained in surveys;
- Prepares Weekly/Monthly Activity Reports when necessary;
- Provides the Public with price information and consumer related matters;
- Initiates research projects on relevant subject matters;
- Assists in providing basic on the job training and orientation for Summer Interns;
- Assists with the planning of workshops for Survey Officers as the need arises;
- Contributes to the formulation of Departmental Policies and the means of implementing same;
- Performs any other related duties as may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Fair knowledge of research methods, statistics and economics
- Knowledge of planning, designing and implementing research projects
- Proficiency in the use of relevant computer applications
- Good analytical skills
- Knowledge of technical report writing
- Ability to make presentations and participate in interviews
- Integrity
- Good interpersonal skills
- Good oral and written communication skills
- Use of technology
- Good planning and organizing skills
- Compliance
- Customer and quality focus

Minimum Required Qualification and Experience

- Associate Degree in Social Sciences;
- One (1) year work experience in the field of Research.

6. Paralegal (PLG/LS 4)

Job Purpose

Under the direction of the Legal Officer, the incumbent performs administrative duties, records and prepares Minutes, conducts research and assists with the preparation of legal documents.

Key Responsibilities

- Assists the Legal Officer in preparing Briefs, opinions, contracts and in researching statutes, judicial decisions, legal articles and other documents;
- Provides administrative support to the Consumer Protection Tribunal (CPT);
- Organizes meetings and prepares agendas for meetings and hearings;
- Accurately records and prepares Minutes of Board and other meetings and hearings attended by the Legal Officer and organizes distribution of the documentation;
- Receives and records correspondence, including complaints and other materials, routed to the Legal Officer;
- Establishes and maintains an accurate filing system of all documentation and materials routed to the Legal Officer;
- Receives and places telephone calls on behalf of the Legal Officer. Responds to routine queries and directs correspondence and electronic mail received to the Legal Officer;
- Monitors, follows up and provides the Legal Officer with updates on issues, deadlines, and priorities of concern to the Unit;
- Maintains Law Library for the Legal Unit;
- Performs other administrative functions, duties and responsibilities which may arise from time to time, and which will enhance the performance of the Legal Unit and the Commission.

Required Knowledge, Skills and Competencies

- Integrity and confidentiality
- Strong communication skills
- Attention to detail and accuracy
- Research capabilities
- Planning and organizing
- Ability to work in a team
- Problem solving and decision-making skills
- Proficient in the use of Microsoft Suite of Applications

Minimum Required Qualification and Experience

- Five (5) CSEC subjects, including Grade I or II passes in English Language and Mathematics;
- Certificate programme in Paralegal Studies from a recognized institution;
- Administrative Assistant qualification from a recognized institution, or a minimum of two (2) years' work experience as a Legal Assistant or Legal Secretary, or similar position.

7. Complaint Officer (GMG/AM 2)

Job Purpose

Under the general direction of the Complaint Manager/Director of Field Operations, the Complaint Officer contributes to the effective operation of the Field Operations Department by accepting and investigating consumer complaints in relation to breaches of the Consumer Protection Act (CPA). The Complaint Officer also provides appropriate responses to requests for advice and offers administrative support to the Complaint Manager and Director of Field Operations.

Key Responsibilities

Administrative:

- Creates accurate case files for each complaint investigation undertaken by the Commission;
- Carries out investigations in respect of each complaint and makes contact with vendors by telephone or in writing, as required;
- Provides guidance and assistance to complainants with a view to resolving complaints within the time as specified in the operating procedures;

- Maintains adequate and comprehensive records of all complaints filed and resolutions achieved;
- Records all requests for advice from consumers;
- Solicits third party or expert advice in writing to assist with investigations;
- Prepares and submits monthly reports of all complaints received; amount successfully resolved and closed;
- Assists with the mounting and manning of CAC Exhibitions/Expositions.

Technical:

- Analyzes information provided by complainants, vendors, as well as third party resource persons, as appropriate;
- Advises vendor in writing of the particular breach of the CPA in relation to complaint filed;
- Determines appropriate action to be taken in respect of a particular breach of the CPA;
- Reviews actions taken by vendors and refer case files in respect of possible litigations;
- Prepares reports as required.

Required Knowledge, Skills and Competencies

- Strong work ethics
- Adept customer service skills
- Excellent teamwork and good interpersonal skills
- Excellent oral and written communication skills
- Good analytical and problem-solving skills
- Ability to resolve conflicts, negotiate and mediate towards resolution
- Ability to work without supervision
- Motivated to succeed
- Computer proficient and competent in the use of Microsoft Suite and other windows-based software

Minimum Required Qualification and Experience

- Certificate or Diploma from a Tertiary Institution;
- Three (3) years' work experience.

Applications accompanied by Résumés should be submitted **no later than Friday, 10th February, 2023 to:**

**Finance and Administrative Manager
Consumer Affairs Commission
34 Trafalgar Road
Kingston 10**

Email: jobs@cac.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**