



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

CIRCULAR No. 70 **OSC Ref. C. 6608⁹**

9th February, 2023

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 **Ministry of Culture, Gender, Entertainment and Sport**:

1. **Senior Sexual Harassment Investigative Officer (SWG/PS 4) - Bureau of Gender Affairs**, salary range \$6,028,127 - \$8,107,161 per annum.
2. **Director, Entertainment Policy Development (GMG/SEG 4) - Culture and Creative Industries Policy Development and Monitoring Branch**, salary range \$4,947,565 - \$6,653,925 per annum.
3. **Director, Cultural Economics and Business Initiatives (GMG/SEG 3) - Culture and Creative Industries Policy Development and Monitoring Branch**, salary range \$4,060,697 - \$5,461,186 per annum.
4. **Sexual Harassment Investigative Officer (SWG/PS 3) (3 posts) - Bureau of Gender Affairs**, salary range \$4,060,697 - \$5,461,186 per annum.
5. **Senior Internal Auditor (FMG/AS 3) – Internal Audit Division**, salary range \$4,060,697 - \$5,461,186 per annum.
6. **Public Relations Officer (MCG/IE 3) - Public Relations and Corporate Communications Division**, salary range \$2,735,387- \$3,678,791 per annum.
7. **User Support Officer (MIS/IT 3) - Corporate and Liaison Services Division**, salary range \$1,753,837 - \$2,358,715 per annum.
8. **Administrative Assistant (GMG/AM 3) - Public Relations and Corporate Communications Division**, salary range \$1,753,837 - \$2,358,715 per annum.
9. **Administrative Assistant (GMG/AM 3) - Corporate and Liaison Serves Division**, salary range \$1,753,837 - \$2,358,715 per annum.
10. **Customer Service Officer (GMG/AM 2) - Corporate and Liaison Serves Division**, salary range \$1,370,094 - \$1,842,625 per annum.

1. Senior Sexual Harassment Investigative Officer (SWG/PS 4)

Job Purpose

Under the general direction of the Principal Director – Bureau of Gender Affairs, the Senior Sexual Harassment Investigative Officer is responsible for overseeing the day-to-day operations and management of the Sexual Harassment Investigative Unit and supervision of Investigate Officers to ensure maximum effectiveness and efficiency, in the delivery of critical service needs, in accordance with the Sexual Harassment Act 2021 and the Ministry's established policies and procedures.

Key Responsibilities

- Develops and implements programmes initiatives, systems and procedures in line with established legislative standards and guidelines;
- Designs and develops policies, systems and plans for the effective co-ordination, implementation and monitoring of programmes and initiatives;
- Provides sound advice to the Chief Technical Director, Principal Director and other stakeholders on matters relating to the Unit's responsibilities;

- Establishes evaluation, monitoring and controlling mechanism to ensure compliance with all legislative policies and procedures;
- Establishes, maintains and strengthens relationships with other stakeholders to improve service delivery to clients and serve on Committees as directed by Principal Director;
- Strengthens mechanisms for partnership with Civil Society, Public and Private Sectors groups;
- Prepares reports and statistical analysis of activities as required by the Principal Director;
- Interviews complainants, witnesses, and employees to gather facts in order to investigate cases of alleged Sexual Harassment;
- Testifies in Court, at arbitrations or hearings on investigation findings if needed;
- Conducts site visits to collect documents and physical evidence and to perform analysis of documents and evidence collected;
- Collaborates with and assists other investigative staff to conduct large scale and complex investigations;
- Supports the Sexual Harassment Tribunal, other Departments and external Agencies to ensure safety of and facilitate the delivery of trauma and/or social-emotional services to clients, as required;
- Co-ordinates and administers Public Education Programmes in relation to Sexual Harassment;
- Collaborates with other Government Ministries/Departments/Agencies, as well as senior staff and other employees in the Ministry;
- Conducts routine Staff Meetings and training sessions with staff;
- Attends meetings and represents the Unit/Branch/Ministry at conferences, seminars and other fora as required.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills
- Analytical thinking
- Excellent problem solving and decision making
- Excellent teamwork and co-operation
- Flexibility and adaptability
- Ability to use own initiative
- Integrity
- Excellent interpersonal skills
- Managing External Relationships

Functional/Technical:

- Excellent knowledge of Government regulations, laws and guidelines which affects adults and children who are victims of domestic violence., sexual assault, and/or abuse (Sexual Harassment Act 2021, etc)
- Sound knowledge of investigating sexual misconduct, particularly sexual harassment
- Strong knowledge in Criminal Justice/Criminology
- Strong knowledge in conflict resolution and crisis management
- Ability to manage highly sensitive and confidential information
- Good knowledge and experience in working with community groups
- Good knowledge of public sector management policies and procedures
- Excellent Customer and Quality Focus
- Proficiency in use of Microsoft Office Suite and other relevant computer applications and systems

Minimum Required Qualification and Experience

- Undergraduate Degree in Social Sciences (Social Work, Criminology or related area) from a recognised tertiary institution;
- Training in Human Resource Management/Supervisory Management;
- Five (5) years' experience conducting investigations in social work environment.

2. Director, Entertainment Policy Development (GMG/SEG 4)

Job Purpose

Under the direction of the Principal Director, the Director – Entertainment Policy Development is responsible for providing support to the Entertainment Branch on all aspects of entertainment policy, legislation, projects and programmes as well as liaises with Public and Private Sector bodies, regional and international Agencies and Non-government organizations involved with the Entertainment Industry. The Director also monitors the activities emanating from the Entertainment Advisory Board and the Inter Agency Committee of Cultural Agencies and represents the Ministry on various Committees and Boards when assigned.

Key Responsibilities

- Initiates and formulates legislative and regulatory proposal;
- Guides research in order to inform and guide policy recommendations and legislative amendments made by the Entertainment Branch and/or the Ministry;
- Researches markets to identify event opportunities, investment, Industry trends and best practice as well as relevance to the economy;
- Designs and oversees the administration of incentive regimes and schemes provided for the Entertainment Sector under the Fiscal Incentives Act and any other regime for the Entertainment and Creative Sectors;
- Manages database to improve and maintain Jamaica's competitiveness in the Entertainment Industry and maintain the Ministry's file/catalogue on the trends;
- Develops and manages programmes for the implementation of activities of related entertainment events with the assistance of and in consultation with the officers of the relevant Ministries/Departments/Agencies and members of the Entertainment Fraternity;
- Liaises with Private Sectors, Entertainment Industry Associations, Government Ministries, Departments and Agencies, Statutory Bodies and Non-Governmental Organizations on entertainment related matters and assist in the process to address their concerns;
- Investigates and responds to public queries regarding entertainment issues and problems;
- Monitors the entertainment related activities emanating from inter-ministerial and inter Agency Committees, represents the Ministry on those Committees as assigned and prepares reports for the Principal Director and Chief Technical Director, within a stipulated timeframe;
- Develops or facilitates technical assistance for projects to be undertaken by the Branch;
- Participates in the co-ordination, development, implementation and evaluation of activities that enhances the Ministry's efficiency in the development of goods and services that will maximize the impact of the Entertainment industry on Gross Domestic Product (GDP);
- Monitors socio-economic and market demand trends to inform proposals and decisions;
- Designs public education activities and awareness programmes to promote product development;
- Prepares/drafts relevant reports/documentation such as Cabinet Submissions, Cabinet notes, Ministry Papers, etc;
- Represents the Branch/Division at meetings, conferences workshops and provides reports to the Principal Director.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills
- Analytical thinking
- Excellent planning and organizing skills
- Excellent problem solving and decision making skills
- Good teamwork and co-operation
- Customer and quality focus
- Ability to use own initiative
- Integrity
- Excellent interpersonal skills
- Managing External Relationships

Functional/Technical:

- Sound knowledge of the machinery of Government (policies and programmes) and steps in the legislative process
- Excellent knowledge of the entertainment/cultural/creative industries

- Sound knowledge of policy formulation and implementation
- Adept in research and report writing
- Sound knowledge of appraising and evaluating proposals
- Ability to organize symposiums
- Proficiency in use of Microsoft Office Suite and other relevant computer applications and systems

Minimum Required Qualification and Experience

- Undergraduate Degree in Public Policy Management/Social Policy and Development, Business Administration, Cultural Studies or any related social science discipline from a recognized tertiary institution;
- Training in Policy Analysis and Research;
- Four (4) years' experience in the entertainment/cultural industries;
- A related Master's Degree would be an asset.

3. Director, Cultural Economics and Business Initiatives (GMG/SEG 3)

Job Purpose

Under the general direction of the Principal Director, the Director, Cultural Economics and Business Initiatives is responsible for focusing on the Jamaican Cultural and Creative Sector in order to create and support economic and business opportunities. The Director conducts research to unearth funding opportunities and manages same with a view towards the capitalization of participants in the Cultural and Creative Sector. The Director also recommends and supports those policies which will regulate participants who operate within the cultural and Creative Industries.

Key Responsibilities

- Researches and presents a robust representative framework for monitoring and reporting income earned from Jamaicans within the Culture and Creative Industries;
- Performs the role of regulator through policy development and supports the implementation of those policies based on research, analysis and sound management;
- Recommends and implements legislations in order to achieve income generation from Jamaica's Cultural and Heritage Industries;
- Reviews the national policies on investment opportunities in the Culture and Creative Industries and makes recommendations according to related strategies;
- Reviews and recommend related changes to the Tax Policies for operators in the Culture and Creative Industries;
- Designs and implement the 'Exemption Regime and Incentives' Scheme for the Sector which will address duty waivers and tools of the trade;
- Conducts the relevant research to obtain funding for the Culture and Creative Industries and manage those opportunities geared towards funding culture and the capitalization of the culture and creative industries;
- Works closely with the Bank of Jamaica and the Planning Institute of Jamaica (PIOJ) to research and publish data which demonstrates the contribution of the Cultural and Creative Industries to the Jamaican economy;
- Updates and maintains a Register of artistes, other practitioners and contributors to the Sector;
- Assists in managing and follow-up on all protocol requirements on behalf of the Ministry with respect to creating appropriate guest lists, invitation design and production, guest mobilization and their appropriate seating;
- Represents the Branch at meetings, conferences workshops and provides reports to the Principal Director.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good analytical thinking
- Good problem solving and decision making skills
- Good planning and organizing skills

- Flexibility and adaptability
- Good teamwork and co-operation
- Ability to use own initiative
- Integrity
- Good interpersonal skills
- Managing external relationships

Functional/Technical:

- Sound knowledge of the laws and regulations governing Cultural and Creative Industries development in Jamaica, as well as global Creative Economy Policy
- Sound knowledge of cultural and creative industries development
- Able to work well with creative people and diverse groups
- Customer and quality focus
- Proficiency in use of Microsoft Office Suite and other relevant computer applications and systems

Minimum Required Qualification and Experience

- Undergraduate Degree in Entertainment and Cultural Enterprise Management, Management Studies, Business Administration, or its equivalent from a recognized tertiary institution;
- Three (3) years of related experience in Cultural or Entertainment industries;
- Fluency in another language spoken within the Caribbean Region would be considered an asset.

4. Sexual Harassment Investigative Officer (SWG/PS 3) – 3 posts

Job Purpose

Under the direction of the Senior Sexual Harassment Investigative Officer, the Sexual Harassment Investigative Officer is responsible for conducting prompt, thorough, objective and confidential investigations of Sexual Harassment complaints in accordance with the Sexual Harassment Act 2021 and the Ministry's established policies and procedures.

Key Responsibilities

- Interviews complainants, witnesses, and employees to gather facts in order to investigate cases of alleged sexual harassment;
- Conducts site visits to collect documents and physical evidence and to perform analysis of documents and evidence collected;
- Preserves documentary and physical evidence related to the matters being investigated;
- Prepares timely detailed reports of investigation activities conducted;
- Provides findings to the Senior Sexual Harassment Investigative Officer, Principal Director, Sexual Harassment Tribunal, and other senior personnel based on the investigative fact-finding and analysis of those facts;
- Updates and maintains case files and case management records in order to report on the status of assigned investigations;
- Collaborates with and assists other Investigative Staff to conduct large scale and complex investigations;
- Testifies in Court, at arbitrations or hearings on investigation findings if needed;
- Supports the Sexual Harassment Tribunal, other Departments and External Agencies to ensure safety of and facilitate the delivery of trauma and/or social-emotional services to clients, as required;
- Issues direction setting out the terms of compliance and the timeframe (not being less than thirty (30) days) in which individual(s) must comply, once it is found that they do not comply with Section 3 or 4 of the Sexual Harassment Act;
- Attends meetings and represents the Unit/Branch/Ministry at conferences, seminars and other fora as required.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good analytical thinking skills

- Good problem solving and decision making skills
- Good teamwork and co-operation
- Flexibility and adaptability
- Ability to use own initiative
- Integrity
- Good interpersonal skills
- Managing External Relationships

Functional/Technical:

- Excellent knowledge of Government regulations, laws and guidelines which affects adults and children who are victims of domestic violence., sexual assault, and/or abuse (Sexual Harassment Act 2021, etc)
- Sound knowledge of investigating sexual misconduct, particularly sexual harassment
- Strong knowledge in Criminal Justice/Criminology
- Strong knowledge in conflict resolution and crisis management
- Ability to manage highly sensitive and confidential information
- Good knowledge and experience in working with community groups
- Excellent Customer and Quality Focus
- Proficiency in use of Microsoft Office Suite and other relevant computer applications and systems

Minimum Required Qualification and Experience

- Undergraduate Degree in Social Sciences (Social Work, Criminology or related area) from a recognised tertiary institution;
- Three (3) years' experience conducting investigations in sexual misconduct.

5. Senior Internal Auditor (FMG/AS 3)

Job Purpose

Under the general direction of the Chief Internal Auditor, the Senior Internal Auditor plans, directs and co-ordinates the work of the members of the Audit Team as well as reports on the adequacy, efficiency and effectiveness of the internal controls implemented by management and recommends solutions and corrective measures where applicable.

Key Responsibilities

- Plans theory and scope of the audit, review and where necessary prepare the Audit Programme (planning also includes time scheduling and deployment of team members);
- Reports risk management issues and internal controls deficiencies identified and reported to Chief Internal Auditor;
- Provides recommendations for improving the Organization's (both Ministry and Agencies) operations, in terms of both efficient and effective performance;
- Conducts site visits as necessary to monitor audit progress and/or provide guidance and on the job training;
- Schedules and chairs Exit Meetings to discuss audit findings with the respective Head of Divisions/Agencies;
- Prepares and submits final Audit Reports based on findings, recommendations and/or other relevant comments. Present these reports to the Chief Internal Auditor;
- Performs special investigations and assignments as instructed;
- Reviews audits on an on-going basis, follows up with management on significant control problems and prepares the relevant report to the Chief Internal Auditor;
- Supervises, guides and provides on the job training for Junior Auditors and allocate tasks to subordinates.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good analytical thinking skills
- Good problem solving and decision making
- Good teamwork and co-operation

- Flexibility and adaptability
- Integrity
- Ability to use own initiative
- Good interpersonal skills
- Managing external relationships

Functional/Technical:

- Comprehensive knowledge of current auditing principles, standards and techniques (for example, sampling techniques, VFM/Operational Auditing, Risk Assessments)
- Sound knowledge of accounting principles, procedures, standards and practices
- Sound knowledge of the general operations of the machinery of the Government of Jamaica, especially the Financial Administration and Audit (FAA) Act)
- Proficiency in use of Microsoft Office Suite and other relevant computer applications and systems

Minimum Required Qualification and Experience

- An Undergraduate Degree in Management Studies, Business Administration (major in Accounting) or ACCA Fundamentals or equivalent qualifications;
- Training in Human Resource Management/Supervisory Management;
- Three (3) years related working experience.

6. Public Relations Officer (MCG/IE 3)

Job Purpose

Under the direction of the Director, Public Relations and Corporate Communications, the Public Relations Officer provides administrative and communication services to assist in ensuring media coverage and exposure for the activities and programmes of the Ministry, its Departments and Agencies; as well as the dissemination of timely information to stakeholders and the general public, particularly through New Media platforms.

Key Responsibilities

- Assists in providing full media coverage for the Ministry;
- Assists in organizing media interviews for the Minister, Permanent Secretary and other Senior Executive Officers of the Ministry;
- Assists with arrangements for Press Conferences/Briefings and Official Signing Ceremonies;
- Assists with the research and drafting of speeches, press releases and statements;
- Maintains copies of all speeches, statements, and press releases to facilitate the media and the Ministry and the general public;
- Establishes and maintains liaison with the Jamaica Information Service in respect of the Ministry's media coverage;
- Arranges meetings with the media and other groups as directed;
- Monitors all print, electronic and new media (including websites, Facebook, Twitter, YouTube, Instagram) for matters relating to the Ministry, its Departments and Agencies, and bring pertinent issues to the attention of Director, Public Relations and Corporate Communications and keeps proper records/clippings of such reports;
- Designs and places advertisements in the media or any other outlet as directed;
- Assists in editing of publications;
- Secures and dispatches official documents and information on the Ministry as required;
- Provides support in designing business cards, letter heads, other presentations and photo services;
- Establishes and updates Ministry's presence on all new media platforms including Website, Facebook, Twitter, YouTube, Instagram.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good problem solving and decision making skills
- Good teamwork and co-operation
- Ability to use own initiative

- Integrity
- Adaptability
- Good interpersonal skills
- Managing External Relationships

Functional/Technical:

- In-depth knowledge of mass communication techniques
- Excellent skills and experience in new media
- Good Customer and Quality Focus
- Proficiency in use of Microsoft Office Suite and other relevant computer applications and systems

Minimum Required Qualification and Experience

- An Undergraduate Degree in Mass Communications or its equivalent from an accredited institution;
 - Two (2) years' experience in Public Relations and Corporate Communications.
- OR**
- Diploma in Mass Communications/Journalism from an accredited institution;
 - Four (4) years' experience in Corporate Communications, Public Relations, Advertising or the Media.

7. User Support Officer (MIS/IT 3)

Job Purpose

Under the direct supervision of the Director, Information, Communications Technology, the User Support Officer supports the day-to-day operations of the Ministry. This includes systems implementation, security and recoverability of the Ministry's computer network and server systems to facilitate efficiency and productivity within the Ministry.

Key Responsibilities

- Keeps abreast of trends and developments in information technology and recommend their adoption/application where appropriate to increase the effectiveness and productivity of the Division;
- Assists in devising measures (e.g. backup, system redundancy, anti-virus prevention, disaster recovery) which will minimize exposure to potential threats and reduce recovery time;
- Assists in installing and configuring computers;
- Assists in diagnosing hardware and software problems and makes recommendation for replacing defective components;
- Assists in the installation of database application on work stations relative to accessing data stored in respective database;
- Assists in the setting-up of new users;
- Responds to clients/users within agreed timeframe;
- Backs-up files periodically;
- Contributes to and maintains systems standards;
- Participates in setting up of audio-visual equipment for training programmes, interviews, meetings, functions etc;
- Provides advice and technical support to system users.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good analytical thinking skills
- Good problem solving and decision making skills
- Good teamwork and co-operation
- Ability to use own initiative
- Integrity
- Good interpersonal skills

Functional/Technical:

- Sound knowledge of relevant computer applications and systems
- Sound knowledge of client/server network protocols and internet/intranet applications
- Excellent customer and quality focus
- Proficiency in the use of Microsoft Office Suite and other relevant computer applications and systems

Minimum Required Qualification and Experience

- Associate Degree in Computer Studies or related field from an accredited tertiary institution;
- Three (3) years working experience in IT environment.

Special Conditions Associated with the Job

- Working environment involves:
 - ✓ Lifting
 - ✓ Bending
 - ✓ Exposure to dust
- Travelling is required;
- There can be high pressure when deadlines are to be met;
- Extended working hours are expected as well as working on weekends and public holidays.

8. Administrative Assistant (GMG/AM 3)**Job Purpose**

Under the direction of the Director, Public Relations and Corporate Communications, the Public Relations Officer provides administrative and communication services to assist in ensuring media coverage and exposure for the activities and programmes of the Ministry, its Departments and Agencies; as well as the dissemination of timely information to stakeholders and the general public, particularly through new media platforms.

Key Responsibilities

- Assists in supporting the requirements of the approved budget for the Division ensuring that all expenditure are documented and accounted for according to GoJ guidelines;
- Prepares all internal and external commitments relating to the Division's expenditure in collaboration with the Finance and Accounts Unit of the Ministry;
- Schedules and prioritises the engagements and appointments for the Director and advises of matters requiring prompt attention;
- Schedules and coordinates internal and external meetings on behalf of the Director;
- Maintains an effective system that allows security and speedy retrieval of documents/information in accordance with established standards and records all mail received;
- Assists with research in the preparation of reports, brief and speeches for the Director's review and Operational and Work Plans as well as Quarterly/Monthly Status Reports on the work of the Division;
- Processes assigned correspondence and provides feedback to the Director as required;
- Arranges for the printing, photocopying, binding, dispatching, etc. of documents produced from the Director's desk;
- Sorts and distributes correspondence (print and electronic), and assists with the follow-up on special requests made of the Director;
- Co-ordinates activities for a variety of meetings, attends meetings, takes Minutes and prepares and circulates Minutes as required;
- Organizes meetings hosted by the Director to include Staff Meetings and all other relevant meetings to include Heads of Divisions/Branches, Heads of Agencies Meetings and prepares Minutes, reproduces and distributes in accordance with established guidelines;
- Attends meetings with the Director, upon request, takes notes/Minutes as required;
- Assists the Director with Adhoc Reports and quarterly reviews as instructed;
- Interfaces with the staff of the Ministry, Agencies, other stakeholders and responds to problems/concerns and issues that need the Director's attention;

- Responds to official enquires about the work of the Division and where necessary, refers these enquiries to the appropriate officers.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written and communication skills
- Good problem solving and decision making skills
- Good planning and organizing skills
- Flexibility and adaptability
- Good interpersonal skills
- Good teamwork and co-operation
- Integrity
- Ability to use own initiative

Functional/Technical:

- Excellent knowledge in office administration and secretarial skills
- Good knowledge of the Government of Jamaica/Public Sector operations
- Excellent customer and quality focus
- Good Research and analysis skills
- Able to work well with creative people and diverse groups
- Proficiency in the use of Microsoft Office Suite and other relevant computer applications and systems

Minimum Required Qualification and Experience

- Certificate in Management Studies/Diploma in Administrative Management/Business Administration or its equivalent from an accredited tertiary institution;
- Training in Secretarial/Office Administration would be an asset;
- A minimum of four (4) years' experience in office administration.

9. Administrative Assistant (GMG/AM 3)

Job Purpose

Under the general supervision of the Senior Director, Corporate and Liaison Services, the Administrative Assistant is required to assist in the delivery of efficient and effective administrative and general office procedure services to the Corporate and Liaison Services Division.

Key Responsibilities

- Assists in supporting the requirements of the approved Budget for the Division ensuring that all expenditure are documented and accounted for according to GoJ guidelines;
- Schedules and prioritises the engagements and appointments for the Senior Director and advises of matters requiring prompt attention;
- Schedules and co-ordinates internal and external meetings on behalf of the Senior Director;
- Maintains an effective system that allows security and speedy retrieval of documents/information in accordance with established standards and records all mail received;
- Attends meetings with the Senior Director, upon request, takes notes/Minutes as required;
- Assists the Senior Director with Adhoc Reports and quarterly reviews as instructed;
- Coordinates activities for a variety of meetings, attends meetings, takes Minutes and prepares and circulates Minutes as required;
- Assists with research in the preparation of reports, policy decision and for meetings/discussions, Operational and Work Plans as well as Quarterly/Monthly status reports on the work of the Division;
- Processes assigned correspondence and provides feedback to the Senior Director as required;
- Arranges for the printing, making photocopies, binding, dispatching, etc. of documents produced from the Senior Director's Desk;
- Organises meetings hosted by the Senior Director to include staff meetings and all other relevant meetings to include Heads of Divisions/Branches, Heads of Agencies meetings

and prepares Minutes, reproduces and distributes in accordance with established guidelines;

- Sorts and distributes correspondence (print and electronic), and assists with the follow-up on special requests made of the Senior Director;
- Interfaces with the staff of the Ministry, other stakeholders and responds to problems/concerns and issues that need the Senior Director's attention;
- Responds to official enquires about the work of the Division and where necessary, refers these enquiries to the appropriate officers.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written and communication skills
- Good problem solving and decision making skills
- Good planning and organizing skills
- Flexibility and adaptability
- Good interpersonal skills
- Good teamwork and co-operation
- Integrity
- Ability to us own initiative

Functional/Technical:

- Excellent knowledge in office administration and secretarial skills
- Good knowledge of the Government of Jamaica/Public Sector operations
- Good Research and analysis skills
- Excellent Customer & Quality Focus
- Able to work well with creative people and diverse groups
- Proficiency in the use of Microsoft Office Suite and other relevant computer applications and systems

Minimum Required Qualification and Experience

- Certificate in Management Studies/Diploma in Administrative Management/Business Administration or its equivalent from an accredited tertiary institution;
- Training in Secretarial/Office Administration would be an asset;
- Four (4) years' experience in office administration.

10. Customer Service Officer (GMG/AM 2)

Job Purpose

Under the general supervision of the Customer Relations Manager, the Customer Service Officer is responsible for providing information and excellent service to internal and external customers, making referrals to Directors and Managers. Ensures that the correct information is provided on request and that all related procedures are followed with high levels of customer satisfaction, responsibility and productivity.

Key Responsibilities

- Acts as first point of contact to external customers by providing directives and support;
- Manages front desk operations;
- Greets and directs visitors within the Ministry, informs staff of visitors and logs visitors date and time of entry and exit;
- Liaises with office management to ensure that all necessary arrangements are in place for meetings;
- Collects and distributes mail, correspondence, packages and other relevant items received at the Front Desk in keeping with Registry procedure;
- Records items collected and dispatched at the Front Desk;
- Notifies members of staff of urgent matters/emergency and the consequent decisions to be taken;
- Disseminates information that is brochures, pamphlets to internal/external customers;
- Records complaints/issues and refer to the relevant Division/personnel
- Logs corresponding resolutions to complaints;

- Assists in the management of the Ministry's Close User Group (CUG) Mobile Plan;
- Updates the Attendance Register daily, and submits Monthly Punctuality Report;
- Answers incoming calls, receives messages and transfers calls to the appropriate staff.
- Prepares and submits reports and other documents as required.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good problem solving and decision making skills
- Flexibility and adaptability
- Integrity
- Ability to use own initiative
- Good teamwork and co-operation
- Good interpersonal skills
- Managing external relationships

Functional/Technical:

- Sound knowledge of customer service principles and practices
- Sound knowledge of the role and functions of the Ministry and its Agencies
- Good working knowledge of the operation and features of PDX Switchboard and all peripheral equipment and how to handle emergency situation.
- The ability to work under pressure and deal with challenging situations in a sensitive and creative manner
- Excellent customer and quality focus
- Proficiency in use of Microsoft Office Suite and other relevant computer applications and systems

Minimum Required Qualification and Experience

- Diploma in Business Studies/Office Management or related discipline from a recognized tertiary institution;
- Four (4) CXC's or GCE 'O' Levels including English Language and a numeric subject;
- Certificate in Customer Service /Customer Relations Management;
- Certificate in Telephone Techniques and Switchboard Operations;
- Three (3) years' experience in related field.

Applications accompanied by résumés should be submitted **no later than Thursday, 23rd February, 2023 to:**

Director,
Human Resource Management and Development
Ministry of Culture, Gender, Entertainment and Sport
4-6 Trafalgar Road
Kingston 5
Email: careeropportunities@mcges.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