



Office of the Services Commissions

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CIRCULAR No. 300 **OSC Ref. C. 6210/S5²⁰**

6th July, 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/be assigned to the following posts in the **Ministry of Foreign Affairs and Foreign Trade**:

1. **Senior Public Procurement Officer (GMG/SEG 1) (Vacant) - Public Procurement Branch**, salary range \$3,094,839 - \$4,162,214 per annum.
2. **Public Procurement Administrator (GMG/AM 2) (Vacant) - Public Procurement Branch**, salary range \$1,550,136 – \$2,084,761 per annum.
3. **Customer Care Officer (GMG/AM 2) (Not Vacant) - Customer Service Branch**, salary range \$1,550,136 – \$2,084,761 per annum.
4. **Secretary 2 (OPS/SS 2) (Vacant) - Consular Affairs Department**, salary range \$1,272,269 – \$1,711,060 per annum.
5. **Secretary 2 (OPS/SS 2) (Vacant) - Economic Affairs Department**, salary range \$1,272,269 – \$1,711,060 per annum.

1. **Senior Public Procurement Officer (GMG/SEG 1)**

Job Purpose

Under the direct supervision of the Director 2, Public Procurement the Senior Public Procurement Officer researches information on prices and procures goods and services requested by the various departments.

Key Responsibilities

- Prepares contracts for review by supervisor;
- Co-ordinates Public Procurement Tender closing and opening exercise
- Reviews Tender Evaluation Reports;
- Assesses quotations and makes recommendation for award;
- Prepares addenda to tender documents;
- Ensures that all Ministry's contracts are reviewed by the Legal Department;
- Maintains Contract Register;
- Prepares Procurement Plans for the Organization;
- Maintains Database with current cost and location of goods, works, and services and establish links with ones in other Government Agencies;
- Assists with negotiations with suppliers/contractors to obtain best prices and value for money;
- Liaises with Finance Division to ensure compliance with contract conditions for payments and other procurement guidelines;
- Maintains data file with Government of Jamaica Procurement Procedures;
- Provides liaison services between the Public Procurement Commission the Ministry of Finance and the Public Service, Office of the Prime Minister and MFAFT representatives;
- Reviews all Tender Reports for submission to the Procurement Committee, MFAFT Sector Committee, Contracts Committee and OPM;
- Keeps track of the Procurement process of each submission from preparation of Tender Reports to job completion and contract termination;
- Advises, supports and assists employees on all aspects of the procurement process and procedures;
- Ensures that Procurement Committee and MFAFT Sector Committee submission requirements are adhered to, and that proper documentation in respect of received Bids/Proposals is maintained;
- Assists the Director, Procurement to set priorities and to formulate procedures;

- Advises the Director, Procurement or Director, Administration and Property Management on suppliers reliability/suitability and performance;
- Attends meetings of Procurement and Contracts Committees in the absence of the Director, Procurement;
- Provides guidance to internal/external customers on the Ministry's procurement policies and procedures;
- Develops priority settings for the client;
- Ensures that cheques and Withholdings Tax Certificates are collected by the supplier once goods are received in good condition and according to Purchase Order;
- Ensures that invoices are received from suppliers and the appropriate Programme Managers have signed goods received or services rendered;
- Ensures that procurement practices conform with the relevant Acts;
- Liaises with the Accounts and Finance Department to ensure that supplier's invoices are paid in a timely manner;
- Establishes and maintains an inventory listing of equipment bought etc.;
- Advises on the reliability and performance of suppliers.

Other:

- Performs any other related duties that may be assigned from time to time by the Head of the Division;
- Attends meetings of Procurement and Contracts Committees in the absence of the Director, Procurement.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Ability to work as a team
- Ability to work on own initiative
- Good interpersonal skills

Technical:

- Good knowledge of the stipulations of the FAA Act
- Good knowledge of the Ministry's Policies, Practices and Procedures
- Good knowledge of the Procurement Guidelines
- Proficiency in the relevant computer applications

Minimum Required Qualification and Experience

- Bachelor's Degree: Management Studies, Accounting, Business Administration, Public Administration, Public sector Management, Economics or any other related field;
- Certificate in Public Procurement: UNDP/CIPS Level 2 or INPRI Level 3 and MIND;
- Experience in related field: three (3) years.

OR

- ACCA Level 2;
- Certificate in Public Procurement: UNDP/CIPS Level 2 or INPRI Level 3 and MIND;
- Experience in related field: three (3) years.

OR

- Diploma in Business Administration, Accounting or any other related field;
- Certificate in Public Procurement: UNDP/CIPS Level 2 or INPRI Level 3 and MIND;
- Experience in related field: five (5) years.

Special Conditions Associated with the Job

- Visit suppliers to determine the quality of goods to be procured;
- May be required to work beyond normal working hours and on weekends.

2. Public Procurement Administrator (GMG/AM 2)

Job Purpose

Under the general supervision of the Director, Public Procurement, the Public Procurement Administrator is responsible for providing the necessary support by offering complete secretarial/administrative support. This includes first point of contact, time management, correspondence disposition and resolution.

Key Responsibilities

- Co-ordinates reports on behalf of the Ministry by:
 - ✓ Preparing reports for submission to the Ministry of Finance and the Public Service, Office of the Contractor General and the Public Procurement Commission;
 - ✓ Assisting with the preparation of monthly report for submission;
- Maintains records in accordance with the FAA Act, etc.:
 - ✓ Organizing and maintaining Filing System;
 - ✓ Maintaining Correspondence Logging System;
- Co-ordinates meetings:
 - ✓ Arranging Department and Procurement Committee Meetings;
 - ✓ Disseminating relevant documents for meetings;
 - ✓ Recording and generating accurate and timely Minutes for meetings;
- Disseminates in a timely manner all incoming and outgoing correspondences;
- Makes travel arrangements for MFAFT officers;
- Has responsible for organizing all purchasing documents;
- Ensures that all Purchase Requisitions and Travel Requisitions are channelled through the proper system before typing the Purchase Orders;
- Ensures all necessary information for the processing of Purchase Requisitions and Travel Requisitions are in place e.g. prices, quotations, necessary signatures are affixed. If necessary, return to originating Department of Purchase Requisition for authorized signature or other information required;
- Assists with compiling data to prepare Purchase Orders;
- Ensures that all Purchase Orders are typed;
- Assists to expedite movement of purchase orders from the hospital to the Suppliers;
- Communicates with all levels of staff regarding the movement of Requisitions and Purchase Orders;
- Assists users with preparing Purchase Requisitions correctly;
- Maintains proper Records Management for Purchase Requisitions, Purchase Orders, and C.O.D. letters;
- Prepares purchasing document for dispatch to suppliers, stamp, record and send Purchase Order requiring GCT exemption to Tax Administration Jamaica;
- Ensures that copies of Purchase Requisitions are dispatched to the correct Department.
- Assist Suppliers to locate invoices that have been submitted for payment;
- Prepares C.O.D. Letters and Uniform Allowance Letters, makes records in the required books and takes them to the relevant Accounts Department;
- Follows up on C.O.D. Letters, ascertains re-preparation of cheques and return the appropriate documents to the Accounts Department when the goods are supplied or the services are provided;
- Answers the telephones and screens calls and directs callers to the appropriate person or use initiative to assist callers where possible;
- Attends to the suppliers when they come to collect orders or make inquiries re orders and dispatched orders that are not collected by messenger or the post;
- Assists with taking information from Shipping Agents, receiving shipping documents from courier services and delivering them to the Custom Broker;
- Receives Cheque From the Accounts Department for overseas suppliers and send via courier service to the respective suppliers or makes contact with the persons requesting the information as to the means by which suppliers are to get orders and cheques;
- Performs other similar and related tasks as required;
- Performs any other related duties that may be assigned from time to time by the Director, Public Procurement.

Other:

- Performs any other duties as directed by the Head of the Division;
- Attends meetings of Procurement and Contracts Committees in the absence of the Director, Procurement.

Required Knowledge, Skills and Competencies

- Sound communication and interpersonal skills
- Good organizational skills
- Ability to take own initiative and be a self-starter
- Ability to maintain confidentiality
- Competent in MS Excel, MS PowerPoint, MS Word and Report Writing.
- Good command of the English language
- High degree of integrity and diplomacy

Minimum Required Qualification and Experience

- Diploma in Business Administration/Management Studies/Accounting or any other related field;
- One (1) year of working experience in the related field.

Special Condition Associated with the Job

- Participation in retreats/meetings outside of normal working hours may be required from time to time.

3. Customer Care Officer (GMG/AM 2)

Job Purpose

Reporting to the Customer Services Manager (GMG/SEG 2), the Customer Care Officer (GMG/AM 2) is responsible for assisting the general public in all aspects of their interaction with the Ministry's Headquarters, as the first line of contact. The Customer Care Officer also assists with customer queries and complaints and interact with customers to provide and process information. The incumbent will also provide an effective and efficient communication system both internally and externally.

Key Responsibilities

Technical:

- Greets and welcomes visitors to the Ministry and directs them to the appropriate office/officer;
- Ensures courteous treatment of all staff and visitors to the Ministry and via telephone;
- Ensures that the Reception Area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures, etc);
- Provides accurate information in-person and via phone/email;
- Records and addresses customers' enquiries and complaints;
- Researches, compiles and delivers information to the Senior Customer Service Officer and Customer Service Manager;
- Receives all incoming calls at the Receptionist Desk, identifies the officers required and connects callers to the appropriate extensions;
- Reports faults and defects to Customer Service Manager;
- Maintains contact with Divisions/Departments/Units for smooth flow of information;
- Maintains office security by following safety procedures and controlling access via the Reception Desk (monitor Logbook, issue Visitor Badges);
- Ensures that systems, procedures and working practices are implemented accurately in accordance to established format;
- Reports faults and defects to the Customer Service Manager in a timely manner;
- Displays professionalism, discretion, and good deportment at all times;
- Performs any other related duties that may be assigned, from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good customer service and quality focus skills
- Demonstrates initiative
- Good time management skills
- Excellent teamwork skills
- Compliance
- Integrity
- Ability to manage the client interface

Technical:

- Knowledge of customer service, telephone ethics and techniques
- Knowledge of Office Management and Ethics
- Good Public Speaking skills
- Good record keeping skills
- Knowledge of the Ministry's policies and procedures

Minimum Required Qualification and Experience

- Four (4) subjects at the CXC General Proficiency/GCE O' Levels including English Language and a numeric subject;
- Customer Service Certification;
- Certificate in Telephone Operating and Ethics;
- Training in public speaking;
- Three (3) years' experience in a similar field.

OR

- Diploma in management studies with two (2) years' experience in a similar role;
- Training in Customer Service and Telephone Ethics;
- Training in Public Speaking.

4. Secretary 2 (OPS/SS 2)

Job Purpose

The incumbent is responsible for performing all administrative and secretarial duties required by the Consular Affairs Department, in accordance with established standards and procedures.

Key Responsibilities

- Prepares correspondence, memoranda, saving Telegrams, Circulars, Diplomatic Notes, reports, speeches, Briefs, charts and tables from transcribed notes, written draft or clean copy;
- Proofreads typed material for errors and submits work for review;
- Prints, makes photocopies and collates documents as required;
- Assists with the recording of incoming correspondence, files and documents;
- Distributes processed correspondence to staff as directed;
- Assists with the maintenance of the Department's Filing System;
- Researches files as directed, to extract information required for replies to correspondence and for meetings;
- Screens telephone calls and visitors to the Department;
- Provides replies to routine queries. Determines which requests should be handled by supervisor, appropriate staff member or other officers.
- Maintains the Assistant Director's Diary (both electronically and written) recording appointments, meetings, and visits. Confirms, cancels and reschedules appointment on his/her behalf;
- Determines which requests should be handled by supervisor, appropriate staff member or other officers;
- Provides administrative and secretarial support to other staff of the Department;
- Assists in the assembling of briefing material;
- Monitors all documents and files entering and leaving for the staff in the Department.
- Assists in providing administrative and secretarial support for meetings and conferences organized by the Department;
- Escorts visiting officials arriving/departing to/from meetings with senior staff of the Department;
- Assists the Authentications Unit with the preparation of documents for signature as needed, maintenance of the e-Registry of apostilles in a timely manner.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good customer service and inter-personal skills
- Good teamwork and co-operation skills
- Good time management skills
- Ability to work on own initiative and to multitask
- Integrity
- Compliance
- Knowledge of modern office processes and procedures

Technical:

- Good problem solving and decision making
- Good planning and organizing skills
- Knowledge of Public Service Regulations and Staff Orders for the Public Service
- Organizational awareness - general knowledge of the role and functions of the Ministry

- Proficient in Microsoft Office Suite (Word, Excel, Outlook and PowerPoint)
- Understanding of the Ministry's authentications process including apostilles

Minimum Required Qualification and Experience

- CXC or GCE 'O' Level English Language or equivalent with proficiency in typewriting at a speed of 40-45 words per minute; successful completion of the prescribed Office Professional Training Course at the Management Institute for National Development (MIND).

OR

- CXC or GCE 'O' Level English Language with proficiency in typewriting at a speed of 40-45 words per minute and training in word processing and spreadsheet applications. Graduated from an accredited Secretarial School with at least three (3) years' experience in the field;
- At this level, Shorthand at a speed of 80-100 words per minute would be an asset.

5. Secretary 2 (OPS/SS 2)

Job Purpose

The incumbent is responsible for performing all administrative and secretarial duties required by the Economic Affairs Department, in accordance with established standards and procedures.

Key Responsibilities

- Prepares correspondence, memoranda, saving Telegrams, Circulars, Diplomatic Notes, reports, speeches, Briefs, charts and tables from transcribed notes, written draft or clean copy;
- Proofreads typed material for errors and submits work for review;
- Makes photocopies and collates documents as required;
- Assists with the recording of incoming correspondence, files and documents;
- Distributes processed correspondence to staff as directed;
- Assists with the maintenance of the Department's Filing System;
- Researches files as directed, to extract information required for replies to correspondence and for meetings;
- Keeps a record of appointments scheduled for the Assistant Directors in a diary and reminds supervisor of same;
- Screens telephone calls and visitors to the Department;
- Provides replies to routine queries. Determines which requests should be handled by supervisor, appropriate staff member or other officers;
- Schedules and keeps a record of appointments for the Assistant Director and other staff in the Department in an appropriate format and reminds staff of same;
- Determines which requests should be handled by supervisor, appropriate staff member or other officers;
- Provides administrative and secretarial support to other staff of the Department;
- Assists in the preparation of briefing material;
- Maintains the Assistant Directors' Diary (both electronically and written) recording appointments, meetings, and visits. Confirms, cancels and reschedules appointment on his/her behalf;
- Monitors all documents and files entering and leaving for the staff in the Department;
- Assists in providing administrative and secretarial support for meetings and conferences organized by the Department.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good customer service and inter-personal skills
- Good teamwork and co-operation skills
- Good time management skills
- Ability to work on own initiative and to multitask
- Integrity
- Compliance
- Knowledge of modern office processes and procedures

Technical:

- Good problem-solving and decision-making skills

- Good planning and organizing skills
- Knowledge of Public Service Regulations and Staff Orders for the Public Service
- Organizational awareness - general knowledge of the role and functions of the Ministry
- Proficient in Microsoft Office Suite (Word, Excel, Outlook and PowerPoint and other applications)

Minimum Required Qualification and Experience

- CXC or GCE 'O' Level English Language or equivalent with proficiency in typewriting at a speed of 40-45 words per minute; successful completion of the prescribed Office Professional Training Course at the Management Institute for National Development (MIND).

OR

- CXC or GCE 'O' Level English Language with proficiency in typewriting at a speed of 40-45 words per minute and training in word processing and spreadsheet applications. Graduated from an accredited Secretarial School with at least three (3) years' experience in the field;
- At this level, Shorthand at a speed of 80-100 words per minute would be an asset.

Applications accompanied by résumés should be submitted **no later than Wednesday, 19th July, 2023 to:**

**Senior Director,
Human Resource Management and Development
Ministry of Foreign Affairs and Foreign Trade
2 Port Royal Street
Kingston**

Email: recruitment@mfaft.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**