



## 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](mailto:communications@osc.gov.jm)

Website: [www.osc.gov.jm](http://www.osc.gov.jm)

### **CIRCULAR No. 406**

### **OSC Ref. C.4858<sup>46</sup>**

**28<sup>th</sup> September, 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 Agriculture, Fisheries and Mining**:

1. **Manager, Customer Service Monitoring and Evaluation (GMG/SEG 2) (Vacant) - Customer Service Branch**, salary range \$3,770,761 - \$5,071,254 per annum.
2. **GIS/Client Support Officer (MIS/IT 4) (Not Vacant)- Information Technology - Mines and Geology Division**, salary range \$3,094,839 - \$4,162,214 per annum.
3. **Plant Quarantine/Produce Inspector 1 (SOG/ST 4) (Vacant) - Plant Quarantine/Produce Inspection Branch (Kingston)**, salary range \$2,478,125 - \$3,332,803 per annum.
4. **Administrative Assistant (GMG/AM 2) (Not Vacant) - Facilities and property Management Branch – Office Management and General Services Section**, salary range \$1,550,136 - \$2,084,761 per annum.
5. **Customer Care Assistant (GMG/AM 1) (Vacant) - Customer Service Branch**, salary range \$1,272,269 - \$1,711,060 per annum.
6. **Secretary 2 (OPS/SS 2) (Not Vacant) - Agricultural Land Management Division (Catherine Hall, St. James, Montego Bay)**, salary range \$1,272,269 - \$1,711,060 per annum.

### **1. Manager, Customer Service Monitoring and Evaluation (GMG/SEG 2)**

#### **Job Purpose**

Under the direction of the Director, Customer Service (GMG/SEG 3), the Manager, Customer Service Monitoring and Evaluation (GMG/SEG 2), is responsible for the coordination and implementation of the Ministry's Customer Service Monitoring and Evaluation Programme. Primarily, the Manager, Customer Service M&E will be responsible for monitoring and evaluating the value chain elements of: Service and Operational Planning, Service Awareness, Service Delivery Operations as well as general Customer Service Satisfaction.

The incumbent works closely with the Corporate and Strategic Planning Unit and Projects Management Unit in monitoring and evaluating Customer Focused Programmes and Projects across the MDA and its Portfolio Agencies.

#### **Key Responsibilities**

##### ***Management/Administrative:***

- Develops the Unit's Annual Operational Plans to be incorporated within the Branch's Operational Plan;
- Develops the Unit's Annual Budget and manages expenditure within budget ceilings;
- Develops and submits the Unit's Monthly, Quarterly, Half-Yearly and Annual Reports for relevant internal and external stakeholders of the Ministry;
- Represents the Division at meetings, seminars, workshops, conferences and other fora;
- Liaises with relevant entities involved in the planning, development and implementation of Customer Service initiatives, under the advice of the Director, Customer Service;
- Participates in Quarterly Meetings of the Intra-Ministerial Customer Service Team and prepare relevant minutes and reports.

##### ***Human Resource Management:***

- Co-ordinates and monitors the work of the M&E Unit of the Branch;
- Monitors and evaluates the performance of direct report, prepares Performance Appraisal and recommend and/or attaining established personal and/or organizational goals;

- Provides leadership and guidance to direct report through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit;
- Ensures the welfare and development needs of staff in the Unit are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit's and Division's goals;
- Maintains, monitors Attendance Reports for all relevant members of staff.

***Technical/Professional:***

- Develops and implements the Customer Service Evaluation Programme in collaboration with the Corporate and Strategic Planning Unit of the Ministry;
- Monitors and evaluates overall progress on achievement of results based on the Customer Service Balanced Scorecard;
- Collects data, analyzes and reports on feedback from the Ministry's Mystery Shopper Programme;
- Conducts evaluation of the Customer Service Training/Sensitization Sessions (Head Office, Outstations, Departments and Agencies), in collaboration with the Human Resource Development Unit;
- Creates and utilizes a mix of feedback strategies to collect data on Divisional Services, the Library Services, Website, YouTube, inclusive of the use of surveys and focus group discussions;
- Conducts evaluation of the quality of products and service offerings of the Ministry, its Portfolio Agencies and Departments;
- Evaluates internal Help Desk Services of Ministry;
- Develops and executes internal and external Customer Service Surveys to determine customer satisfaction. Analyzes and reports on findings on a regular basis;
- Recommends strategies to the Director, Customer Service for improving efficiency and effectiveness by identifying bottlenecks to minimize or eliminate such bottlenecks;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Prepares and submits Research Papers on Customer Service Programmes;
- 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 interpersonal skills
- Good problem-solving and decision-making skills
- Customer and Quality Focus
- Good planning and organizing skills
- Analytical and Methodical
- Integrity

***Technical:***

- Research Methods
- Use of Statistical Software
- Data Analysis
- Database Software Development
- Knowledge of the Ministry's Policies and Procedures
- Knowledge of GOJ Customer Service Policies and Procedures
- Strong facilitation skills

**Minimum Required Qualification and Experience**

- University Degree preferably in Business Administration, Economics or related field;
- Three (3) years of experience in the design and implementation of M&E/MIS projects implemented by Government;
- Experience in Designing Tools and Strategies for Data Collection, Analysis and Production of reports;
- Proven ICT skills, especially in the development of MIS Software using Database Software
- Expertise in analyzing data using Statistical Software;
- Experience in conducting research and analyzing information.

### **Special Conditions Associated with the Job**

- Will be required to travel island wide;
- Will be required to work extended working hours.

## **2. GIS/Client Support Officer (MIS/IT 4)**

### **Job Purpose**

Under the general supervision of the Systems Analyst, the incumbent will provide Geographical Information Systems (GIS) assistance to all Units in the Mines and Geology Division. In addition, the incumbent will assist in the maintenance of the network systems to ensure the continuous availability of network services, security of the network and data, integrity of the individual systems and the overall health of the network.

### **Key Responsibilities**

#### ***Technical/Professional:***

- Prepares computerized (electronic) GIS Maps showing mineral deposits;
- Digitizes and edits Geological and Topographical Maps at various scales using Computer Aided. Design (CAD) and Geological Information System (GIS) for the relevant Units in the Organization;
- Trains members of staff in the use of software application programs such as ArcInfo, ArcView and Geographic Information System (GIS) software;
- Prepares plans and cross-section of various landforms using GIS and other computer software;
- Drafts and reproduces topographic and geological maps using traditional cartographic GIS and CAD methods;
- Plots maps, drawing and illustrations;
- Assists the Geologist in technical presentations of field maps;
- Geo-codes and geo-references aerial photographs of the entire island and maintains a database;
- Collects baseline geological information and upgrade this information to produce geological maps;
- Assists in the daily administration of the LAN including system performance, stability, integrity, security and troubleshooting;
- Repairs and creates network cabling;
- Updates and servicing of software for access control and CCTV System;
- Performs hardware and software upgrades to network servers including operating systems and applications;
- Monitors network performance in order to determine whether adjustments need to be made, and to determine where changes will need to be made in the future;
- Plans, co-ordinates, and implements network security measures in order to protect data, software, and hardware;
- Responses to newly identified security threats, rapidly identify and fix any network devices;
- Helps with the roll out of Desktops PCs; such responsibilities will include software and hardware upgrade planning and the general execution of desktop rollouts;
- Configures and tests computer hardware, networking software and operating system software;
- Recommends changes to improve systems and network configurations and determine hardware or software requirements related to such changes;
- Makes recommendations to the System Analyst about recommended software and hardware the Company should invest in;
- Provides end user support including problem resolutions relating to hardware, software, and communication issues;
- Performs data backups and Disaster Recovery operations;
- Provides documentation of network systems, operational procedures, network topology and hardware inventory;
- Performs routine network startup and shutdown procedures and maintain control records;
- Maintains currency of knowledge with respect to relevant state-of-the-art technology, equipment and/or systems;
- Backup all software applications such as system files, in-house application programs and database files;
- Assists in carrying out needs analysis for hardware and software for the organization;
- Assists with developing specifications and carry out competitive bidding or quotation of all software and hardware components;
- Assists in ensuring security of sensitive information/data;
- Ensures metadata is collected for GIS maps;

- Assists in training and supporting staff in the use of hardware and software;
- Prepares Monthly, Quarterly and Annual Reports of duties performed;
- Keeps abreast of trends and developments in Information Technology and recommends their adoption/application where appropriate to increase the effectiveness and productivity of the Division;
- Performs other related duties that may from time to time be assigned.

### **Required Knowledge, Skills and Competencies**

#### ***Core:***

- Analytical, problem solving and decision making skills
- Ability to adapt to and work effectively within a variety of situations
- Good oral and written communication skills
- Ability to use own initiative
- Integrity and confidentiality

#### ***Technical:***

- Experienced in geographical information systems (GIS) and computer aided design (CAD) software
- Excellent knowledge of Microsoft operating systems (server and client)
- Ability to use various IT tools to solve problems
- In-depth knowledge of personal computer and peripheral maintenance
- Knowledge of local area network architecture

### **Minimum Required Qualification and Experience**

- Professional training in Geographic Information System (GIS)
- Professional certification (MCSA, CCNAA) in computer networking is an asset
- Bachelor's degree or Equivalent in Computer Science/MIS
- Two (2) years of experience in related field

### **Special Conditions Associated with the Job**

- Required to work in air-conditioned server room with lower temperatures than a typical office environment;
- Required to work long working hours.

### **3. Plant Quarantine/Produce Inspector 1 (SOG/ST 4)**

Under the direct supervision of the Import/Export Manager (SOG/ST 7), the Plant Quarantine/Produce Inspector (SOG/ST 4), will prevent the introduction and establishment of exotic pests by the use of appropriate measures to safeguard our borders; thus, protecting the integrity of Jamaica's Agriculture Sector.

The incumbent will allow only the highest quality, pest-free agricultural commodities to be exported and imported in compliance with national and international food safety standards.

### **Key Responsibilities**

#### ***Management/Administrative:***

- Prepares and submits Monthly and Specialized Reports;
- Represents the Department at seminars, workshops, meetings and Agricultural Shows;
- Advises potential exporters and importers as well as the general public on Plant Quarantine regulations and functions;
- Supervises and monitors the fumigation process;
- Disseminates relevant information to stakeholders through various public education campaigns including tourists;
- Organises/Prepares exhibits for agricultural shows and seminars;
- Delivers Customer Service in accordance with the Citizens Charter.

#### ***Technical/Professional:***

- Inspects and certifies agricultural commodities for export in accordance with trading partners' requirements;
- Inspects and certifies agricultural commodities being imported in accordance with local standards;
- Inspects new and existing packing facilities and enforce compliance with established standards;

- Supervises/Monitors fumigation and other treatment processes;
- Monitors ports of entry;
- Conducts/Participates in pest surveillance;
- Investigates Pest Sighting Reports;
- Monitors pest and disease outbreaks;
- Collects, inspects, records and destructs contraband (illegal imports of agricultural items and other regulated commodities) in accordance with established standards;
- Records and supervises the destruction/re-export of non-compliant agricultural/regulated commodities;
- Inspects and monitors transshipments of agricultural/regulated commodities;
- Visits farms where crops are grown for export to ensure proper pests management and food safety practices are employed;
- Conducts regular monitoring to ensure exporters are informed of new and existing entry requirements of major trading partners;
- Inspects and monitors aircrafts and marine vessels;
- Monitors markets, supermarkets and other outlets for illegal imports;
- Maintains the Plant Health Surveillance System;
- Conducts overseas farm workers Sensitization Sessions;
- Guides and monitor exporters' compliance with Food Safety Standards of trading partners
- Enforces compliance with Jamaica's Good Manufacturing Practices which includes;
  - ✓ Record keeping
  - ✓ Waste management, cleaning and sanitation
  - ✓ Security of food
  - ✓ Traceability
  - ✓ Product recall
  - ✓ Training
  - ✓ Audit and verification
- Assists exporters in developing Food Safety Plan for their facilities;
- Provides orientation for new exporters;
- Assists exporters in developing and maintaining traceability systems;
- Certifies and monitors offsite cold storage facilities;
- Certifies and monitors plant nurseries and farms according to established guidelines;
- Collaborates with major trading partners in accordance with their standard operating procedures;
- Performs any other related duties that may be assigned from time to time by the Supervisor.

### **Required Knowledge, Skills, and Competencies**

#### ***Core:***

- Good oral and written communication skills
- Good interpersonal skills
- Good customer relations skills
- Good problem-solving skills
- Good use of initiative
- Ability to work in teams
- Good leadership skills
- Good analytical thinking
- Good planning and organizing skills

#### ***Functional/Technical:***

- Excellent knowledge of internationally accepted sanitary and phytosanitary procedures
- Formal training in fumigation techniques and procedures
- Proficiency in the use of computer applications
- Good knowledge of best practices in post-harvest handling of produce and storage
- working Knowledge of Plant Husbandry
- Working Knowledge of Entomology
- Working Knowledge of Botany
- Working Knowledge of Pathology
- Excellent Knowledge of Food Safety Standards
- Good Knowledge of major trading partners standard operating procedures
- Excellent knowledge of the Acts and Regulations of the branch as well as various standards, procedures and principles governing the activities

### **Minimum Required Qualification and Experience**

- College of Agriculture Science and Education Associate Degree in Agriculture or a Jamaica School of Agriculture Diploma in Agriculture or equivalent;
- Training in Local and International Food Safety Standards;
- Proficient in Computer applications;
- Three (3) years working experience in Plant Quarantine/Produce Inspection;
- Training in Fumigation.

### **Special Conditions Associated with the Job**

- Exposure to hazardous chemicals such as Methyl Bromide and other Post-harvest Chemicals;
- Boarding of Aircrafts and Marine vessels;
- Threat to life in enforcing compliance;
- Required to travel extensively;
- Required to work early mornings, late evenings and Public Holidays.

## **4. Administrative Assistant (GMG/AM 2)**

### **Job Purpose**

Under the direct supervision of the Manager, Office Management and General Services (GMG/SEG 1), the Administrative Assistant (GMG/AM 2) is responsible providing administrative support for the efficient day-to day operations of the Section.

### **Key Responsibilities**

#### ***Management/ Administrative***

- Follow-ups action sheet for Manager produced and reminders provided;
- Prepares Minutes of meetings and circulates notices of Meetings and Agenda;
- Prepares and submits documents/correspondence on behalf of the Manager;
- Composes/types and distributes routine correspondence;
- Receives, opens, sorts and distributes incoming and outgoing correspondence;
- Maintains a Register of Attendance for staff and meetings;
- Updates and maintains databases;
- Responses to queries and other requests from internal and external customers initiated and monitored;
- Manages administrative tasks;
- Schedules, arranges and attends meetings and takes and transcribes Minutes;
- Arranges conferences, seminars, workshops and other events;
- Schedules and maintains diary of appointments for Manager;
- Ensures the timely preparation and circulation of notices, Minutes and other requisite documentation required for meetings as advised by the Manager;
- Prepares, in consultation with the Manager, Action List arising from meetings; establish tracking system for monitoring follow-up action;
- Follows up with procurement with respect to the progress of requisitions;
- Prepares Vacation Leave Roster and maintains record of all leave taken by staff;
- Receives the Travel Plans weekly and maintains an Itinerary of all Drivers in the Section;
- Screens and redirects incoming telephone calls to the Manager and/or records messages as necessary;
- Screens and directs visitors to the relevant officer/section;
- Satisfies customers'/clients' requests and responds the queries;
- Oversees the logistical arrangements for the successful staging of conferences, seminars and workshops organized by the Section;
- Maintains a catalogue of all official technical reports and other documents produced by the Unit and initiates action on requests for information by referral to the Manager and redirecting as advised;
- Maintains a database of external entities related to the work of the Section;
- Maintains and upgrades Filing System for all records of the Section;
- Maintains records of all incoming calls and outgoing long-distance calls and screens telephone bills, submitting to respective officers for payment for personals calls prior to payment approval by Manager;
- Manages and maintains an inventory of stationery, and office supplies for the Section;
- Maintains inventory of office furniture and equipment and initiates action for repairs when necessary;

- Assists the Manager in the preparation of the Annual Budget, Operational, Unit and Work Plans for the Section;
- Undertakes background research on various related matters and drafts reports/correspondence for perusal by the Manager;
- Reads and analyses incoming memoranda, submissions and reports and determines their significance and plan their distribution;
- Responds to routine requests/queries from internal and external clients;
- Liaises with internal and external stakeholders on various matters on behalf of the Manager;
- Checks claim forms for members of the Section in respect of overtime for accuracy and completeness;
- Contributes to and maintains a system that fosters a culture of teamwork, cohesiveness and commitment to the Section's and Ministry's goals;
- Keeps the Manager informed on all matters pertaining to the Section/Branch;
- Maintains a conduct of professionalism, integrity and confidentiality;
- Performs any other related duties that may be assigned from time to time by the Manager.

### **Required Knowledge, Skills, and Competencies**

#### ***Core:***

- Excellent oral and written communication skills
- Excellent analytical skills
- Good interpersonal skills
- Good customer and quality focus skills
- Good problem-solving and decision-making skills
- Good leadership skills
- Good teamwork and co-operation skills
- Good planning and organizing skills
- Ability to apply initiative
- Good integrity
- Compliance

#### ***Technical:***

- Proficiency in the use of word processing, data base management, spreadsheet and graphics software applications
- Good report writing skills
- Good research skills
- Knowledge of records management
- Knowledge of the operations of Government/Ministry's policies and procedures

### **Minimum Required Qualification and Experience**

- Associate Degree in Management Studies, Public/Business Administration or a related field in the Social Sciences or the Arts or equivalent qualifications;
  - Three (3) years' experience in an Administrative capacity.
- OR**
- Diploma in Management/ Public/Business Administration or a related field in the Social Sciences or the Arts or equivalent qualifications;
  - Four (4) years' experience in an administrative capacity;
  - Certification of proficiency in the relevant computer software applications.

## **5. Customer Care Assistant (GMG/AM 1)**

Under the general direction of the Manager, Customer Care (GMG/SEG 2), the Customer Care Assistant (GMG/AM 1) is responsible for assisting the general public in all aspects of their interaction with the MDA as the first line of contact to assist with customer inquiries 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 MDA and directs them to the appropriate Office/Officer;
- Ensures courteous treatment of all staff and visitors to the MDA and via telephone;
- Ensures reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures);

- Provides accurate information in-person and via phone/email;
- Records and deals with customers' enquiries and complaints;
- Researches, compiles and delivers information to the Customer Care Officers and Unit Head;
- Receives all incoming calls, identifies the officers required and connects callers to the appropriate extensions;
- Answers calls from extensions, dials numbers requested and connects the party called to officers who requested the number;
- Takes and relays messages promptly;
- Reports faults and defects to Unit Head and Service Providers;
- Maintains contact with Divisions/Directors/Outstations for smooth flow of information;
- Advises cashier and other staff members on the amount owing for private calls;
- Reconciles monthly bills and submits particulars relating to payments of all charges in the Telephone Register;
- 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;
- Ensures that professional attitude and deportment are displayed at all times;
- Maintains the MDA's corporate image at all times;
- Reports faults and defects to relevant officers in a timely manner;
- Displays professionalism, confidentiality 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
- Customer service and quality focus skills
- Ability to use own initiative
- Good time management skills
- Teamwork and co-operation skills
- Compliance
- Integrity
- Managing the client interface

#### ***Technical:***

- Knowledge of Customer Service, telephone ethics and techniques
- Knowledge of Office Management and Ethics
- Public speaking skills
- Record keeping skills
- Switch Board Operating skills
- Knowledge of the MDA'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.

### **6. Secretary 2 (OPS/SS 2)**

Under general supervision, of the Regional Rural Planner (SOG/ST 8), the Secretary (OPS/SS 2) provides administrative and secretarial services to the Western Regional Planning Unit. Duties include the management of files, typing and presentation of documents including technical and special reports. The incumbent also performs a variety of clerical and accounting duties including collection and safe keeping of funds and payments for the Division.



### **Key Responsibilities**

- Assembles, collates and types complex technical reports, maps, graphs tables and other documents for presentation;
- Takes and reproduces shorthand, composes correspondence for the Regional Soil Surveyor and other staff members;
- Types and compiles training data and makes arrangements for training sessions and programmes;
- Establishes and maintains a Filing System for confidential and other files;
- Maintains records and files which facilitates easy retrieval of information;
- Provides routine information to clients and assists clients;
- Logs all subdivision documents received;
- Prepares and submits records and reports to Head Office;
- Minutes of meetings produced;
- Manages the logistics for meetings/trainings/seminars;
- Addresses internal and external customers' queries;
- Answers and directs telephone call.

### **Required Knowledge, Skills, and Competencies**

#### ***Core:***

- Good oral and written communication skills
- Good interpersonal skills
- Excellent customer relations skills
- Good problem-solving and conflict management skills
- Integrity
- Excellent time management skills
- Good planning and organizing skills

#### ***Technical:***

- Sound knowledge in Office Procedures and Secretarial skills
- Proficient in the use of relevant software 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.

### **Special Condition Associated with the Job**

- May be required to work beyond normal working hours.

Applications accompanied by résumés should be submitted **no later than Wednesday, 11<sup>th</sup> October, 2023 to:**

**Senior Director  
Human Resource Management and Development Division  
Ministry of Agriculture, Fisheries and Mining  
Hope Gardens  
Kingston 6**

Email: [jobopportunities@moa.gov.jm](mailto:jobopportunities@moa.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 L. Tam (Mrs.)