



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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CIRCULAR No. 496
OSC Ref. C.4515/S3²

29th November, 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 Court Administration Division (CAD), Supreme Court:**

1. **Assistant Budget Officer (FMG/AT 1) - Finance and Accounts Division**, salary range \$1,550,136 - \$2,084,761 per annum.
2. **Customer Care Officer (GMG/AM 2) - Parish Court – St. Catherine**, salary range \$1,550,136 - \$2,084,761 per annum.
3. **Payment Clerk (FMG/AC 2) - Finance and Accounts – Payables and Disbursement Branch**, salary range \$1,272,269 - \$1,711,060 per annum.

1. **Assistant Budget Officer (FMG/AT 1)**

Job Purpose

Under general direction of his/her supervisor, the incumbent performs a variety of functions in support of the operating Budget for Court Administration Division (CAD) and Judiciary

Key Responsibilities

Technical/Professional:

- Prepares and submits draft budget (estimate of expenditure) to the Director; Management Accounting for further action;
- Enters Approved Vote to FINMAN (Head/Sub-Head) and Object levels;
- Checks uncommitted Vote on FINMAN to ascertain if resources are available to cover purchase orders and inhouse claims;
- Codes commitments received from Procurement and Office Service Management and other Departments;
- Records commitment requests in Log Book
- Checks coding of commitments received from Procurement and Office Service Management and other Departments;
- Assists in the preparation of Monthly, Quarterly, Annual and Ad Hoc Management Reports;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good problem solving skills;
- Good oral and written communication skills;
- Ability to work in a team;
- Good interpersonal and customer service skills;
- Ability to work in an organized, logical and efficient manner.

Technical:

- Excellent knowledge of Accounting principles , practices and procedures;
- Excellent numerical, and analytical skills;
- Attention to detail with a good degree of accuracy;
- Ability to use of Electronic Spreadsheet;
- Sound knowledge of the FAA Act;
- Good computer skills and experience using spreadsheet, charting, and other software tools, such as Microsoft Word, Excel, PowerPoint, and Outlook.

Minimum Required Qualification and Experience

- AAT Level 1; **or**
- ACCA-CAT Level 1/Level A; **or**
- Certificate in Public Administration, UWI; **or**
- Certificate in Management Studies, UWI; **or**
- Diploma in Business Administration/Studies from a Community College; **or**
- NVQJ Level 1, Accounting; **or**
- Certificate in Accounting from an accredited University; **or**
- Certificate in Government Accounting 1; **or**
- Completion of first year in B.Sc. Degree In Accounting/Management Studies with Accounting, or BBA Degree at an accredited University; **or**
- Completion of first year of A.Sc. Degree in Accounting/Business Administration/Business Studies from an accredited tertiary institution.

2. Customer Care Officer (GMG/AM 2)

Job Purpose

The incumbent is responsible for assisting the general public in all aspects of their interaction with the Court, with the objective of achieving the mandate of the Judiciary. The incumbent will also manage customer inquiries and complaints and interact with customers to provide and process information.

Key Responsibilities

Technical/Professional:

- Interacts with clients, providing pertinent information in answer to questions about problems encountered in the Court system as well referring the clients to areas for resolution of problems;
- Participates in the co-ordination of client service requirements and training within all the Courts and the Court Administration Division (CAD);
- Participates in the development of new programmes within portfolio area which will enhance the image of the Judiciary and fosters a culture of change by the wider public, and specifically to clients of the CAD and Courts;
- Assists in the preparation of monitoring reports from the Customer Services Feedback Mechanism Systems measuring customer satisfaction with the quality of service being delivered;
- Assists with researches to resolve clients' complaints or request for information using established systems, procedures and policies;
- Assists with developing mechanisms for monitoring customer feedback and measuring customer satisfaction with the quality of justice being delivered;
- Communicates solutions, successes and opportunities to the Director, Client Services, Communication and Information;
- Performs other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good problem solving skills;
- Good planning and organizing skills;
- Good time management skills;
- Good written and oral communication skills;
- Good analytical and presentation skills;
- Ability to think analytically and constructively;
- Ability to be fair, impartial, understanding and of high integrity;
- Ability to communicate effectively with all types of customers including, witnesses, victims, litigants , giving instructions , listen attentively , explain complex issues and give decisions on Judgments clearly , concisely and promptly.

Technical:

- Sound knowledge of the Court System in Jamaica;
- Knowledge of the Public Sector Policies, Rules and Regulations.
- Excellent knowledge of customer service techniques, principles and practices;
- Knowledge of the principles and practices of protocol;
- Knowledge of conflict management;
- Knowledge of Customer service principles and practices.

Minimum Required Qualification and Experience

- Diploma in Management Studies, Public Administration, Personnel Management, Business Administration;
- Two (2) years' experience in Customer Service or performing related functions.

3. Payment Clerk (FMG/AC 2)

Job Purpose

The incumbent maintains the various accounting Registers and answers queries from clients.

Key Responsibilities

Technical/Professional:

- Inserts vouchers onto the FINMAN System;
- Processes stamp, maintenance and petty cash imprests for Parish Court, Supreme Court and Revenue Court;
- Ensures that the Ministry of Finance and the Public Service Main Imprest System is updated;
- Processes upkeep claims for Supreme Court and Revenue Court;
- Processes taxi, super and refreshment claims for Supreme Court and Revenue Court;
- Processes mileage for the Supreme Court circuits;
- Prepares rent vouchers for payment and log in register for all Heads;
- Conducts client history research to address all queries;
- Answers call and makes checks in regard to queries.

Required Knowledge, Skills and Competencies

- Knowledge of the FAA Act, Procurement Regulations and other guidelines;
- Knowledge of the organization's policies, procedure and mandate;
- Knowledge of accounting principles and practices;
- Good interpersonal relation skills;
- Good communication i.e. oral, written and presentation skills;
- Proficient in the use of relevant Computer Applications (e.g. Excel, Spreadsheets);
- Ability to exercise a high level of integrity and confidentiality on the job;
- Ability to work in a team.

Minimum Required Qualification and Experience

- Four (4) GCE O' Level subjects (Grades A-C), CSEC/CXC subjects (General Proficiency, Grades 1-3), SSC (Ranges 4 or 5), or City and Guilds Level 3 passes, including a numeric subject and English Language;
- Post-secondary Certificate in Accounting, and In-Service training course in Government Accounting are assets;
- Experience in Cashiering is desirable but not mandatory.

Applications accompanied by résumés should be submitted **no later than Tuesday, 12th December, 2023 to:**

**Senior Director
Human Resource Management and Administration
Court Administration Division
25 Dominica Drive,
Kingston 5**

Email: hrma@cad.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.



**Desreen Smith (Mrs.)
for Chief Personnel Officer**