



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. 14

OSC Ref. C. 6664

5th January, 2024

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 following **vacant** posts in the **Ministry of Legal and Constitutional Affairs (MLCA)**:

- 1. Administrative Assistant (GMG/AM 3) - Corporate Services Division**, salary range \$1,984,305 – 2,668,670 per annum.
- 2. Administrative Assistant (GMG/AM 3) - Corporate Communication and Public Relations Branch**, salary range \$1,984,305 – 2,668,670 per annum.
- 3. Customer Care Officer (GMG/AM 3) - Corporate Services Division**, salary range \$1,984,305 – 2,668,670 per annum.
- 4. Stores Keeper (PIDG/RIM 3) - Corporate Services Division**, salary range \$1,984,305 – 2,668,670 per annum.

1. Administrative Assistant (GMG/AM 3)

Job Purpose

Under the general direction of the Director, Corporate Services, the Administrative Assistant is responsible for assisting with the organization and management of the administrative activities related to the Unit.

Key Responsibilities

- Maintains shared electronic folders containing calendar and contacts in the Microsoft Outlook programme to ensure co-ordination;
- Organizes meetings for the Director and staff as necessitated; Maintains the Director's diary electronically by recording appointments, meetings visit etc. on a day-to-day basis and confirms, cancels and reschedules appointment on the Director's behalf;
- Attends meetings as required, makes notes and produces Minutes for dissemination and followup action;
- Manually logs receipt and dispatch of correspondence;
- Handles routine correspondence on behalf of the Director by retrieving and sending correspondence from intranet and internet;
- Receives and disseminates information on behalf of the Unit;
- Creates and maintains audit reports database with weaknesses, recommendations, management response and the implementation status of recommendations;
- Updates and maintains database with reports and documentation;
- Assists with formatting and issuance of reports and documents produced by the Director's office;
- Follows-up with Agencies/Departments to ensure the submission of documents to aid the work of the Unit;
- Addresses matters relating to the general maintenance of the Unit;
- Liaises with internal and external stakeholders;
- Drafts letters and memoranda for the Director 's signature;
- Conducts research and prepare draft responses to correspondence for vetting by the Director;
- Keeps abreast of the progress of activities within the MLCA, providing background information, as well as preparing briefs for the Director for participation in meetings;
- Makes travel and accommodation arrangements for the Director when necessary; Prepares and disseminates internal advisories from the Director's office to internal stakeholders;

- Follows-up with entities/divisions regarding submission of management responses to communicate;
- Demonstrates professionalism, credibility and integrity in the performance of functions so as to enhance and maintain a positive and credible image of the Office;
- Maintains knowledge of the organization's operations, working knowledge of the policies, procedures practices and protocols to be able to respond appropriately to enquiries, requests or issues.
- Develops Individual Work Plan based on alignment to the overall plan for the unit;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required;
- Maintains customer service principles, standards and measurements.
- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit's and Organization's goals;
- Assists with the Orientation and Onboarding Programme;
- 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
- Integrity
- Teamwork and co-operation
- Ability to use own initiative
- Compliance
- Customer and quality focus
- Good interpersonal
- Adaptability
- Good planning and organizing skills
- Good problem-solving skills
- Analytical thinking

Technical/Functional:

- Good use of Technology
- Excellent knowledge of the Public Service Regulations, Staff Orders, Financial and Administration and Audit Act and other regulations and procedures governing the Public Sector
- Comprehensive knowledge of Government accounting principles, circulars and practices
- Ability to cope well under pressured working conditions and to meet deadlines
- General knowledge in Budget Cash Flow preparation
- Ability to compose correspondence and reports
- Knowledge of the principles and practices of Public Administration
- Solid dictation and transcribing skills

Minimum Required Qualification and Experience

- Associate Degree or Diploma in Office Administration, Administrative Management, Management Studies or Business Administration;
- Three (3) years' experience in an Office Management environment.

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software;
- The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions;
- Will be regarded to travel to meetings to support the Director, as applicable.

2. Administrative Assistant (GMG/AM 3)

Job Purpose

Under the general direction of the Director, Corporate Communication and Public Relations, the Administrative Assistant is responsible for assisting with the organization and management of the administrative activities related to the Unit.

Key Responsibilities

- Maintains shared electronic folders containing calendar and contacts in the Microsoft Outlook programme to ensure co-ordination;
- Organizes meetings for the Director and staff as necessitated;
Maintains the Director's diary electronically by recording appointments, meetings visit etc. on a day-to-day basis and confirms, cancels and reschedules appointment on the Director's behalf;
- Attends meetings as required, makes notes and produces Minutes for dissemination and followup action;
- Manually logs receipt and dispatch of correspondence;
- Handles routine correspondence on behalf of the Director by retrieving and sending correspondence from intranet and internet;
- Receives and disseminates information on behalf of the Unit;
- Creates and maintains audit reports database with weaknesses, recommendations, management response and the implementation status of recommendations;
- Updates and maintains database with reports and documentation;
- Assists with formatting and issuance of reports and documents produced by the Director's office;
- Follows-up with Agencies/Departments to ensure the submission of documents to aid the work of the Unit;
- Addresses matters relating to the general maintenance of the Unit;
- Liaises with internal and external stakeholders;
- Drafts letters and memoranda for the Director 's signature;
- Conducts research and prepare draft responses to correspondence for vetting by the Director;
- Keeps abreast of the progress of activities within the MLCA, providing background information, as well as preparing briefs for the Director for participation in meetings;
- Makes travel and accommodation arrangements for the Director when necessary;
Prepares and disseminates internal advisories from the Director's office to internal stakeholders;
- Follows-up with entities/divisions regarding submission of management responses to communique;
- Demonstrates professionalism, credibility and integrity in the performance of functions so as to enhance and maintain a positive and credible image of the Office;
- Maintains knowledge of the organization's operations, working knowledge of the policies, procedures practices and protocols to be able to respond appropriately to enquiries, requests or issues.
- Develops Individual Work Plan based on alignment to the overall plan for the unit;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required;
- Maintains customer service principles, standards and measurements.
- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit's and Organization's goals;
- Assists with the Orientation and Onboarding Programme;
- Performs any other related duties that mat be assigned from time to time.

Required Knowledge, Skills, and Competencies

Core:

- Good oral and written communication skills
- Integrity
- Teamwork and co-operation
- Ability to use own initiative
- Compliance
- Customer and quality focus
- Good interpersonal
- Adaptability
- Good planning and organizing skills
- Good problem-solving skills
- Analytical thinking

Technical/Functional:

- Good use of Technology

- Excellent knowledge of the Public Service Regulations, Staff Orders, Financial and Administration and Audit Act and other regulations and procedures governing the Public Sector
- Comprehensive knowledge of Government accounting principles, circulars and practices
- Ability to cope well under pressured working conditions and to meet deadlines
- General knowledge in Budget Cash Flow preparation
- Ability to compose correspondence and reports
- Knowledge of the principles and practices of Public Administration
- Solid dictation and transcribing skills

Minimum Required Qualification and Experience

- Associate Degree or Diploma in Office Administration, Administrative Management, Management Studies or Business Administration;
- Three (3) years' experience in an Office Management environment.

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software;
- The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions;
- Will be regarded to travel to meetings to support the Director, as applicable.

3. Customer Care Officer (GMG/AM 3)

Job Purpose

The incumbent, under the direction of the Customer Services Coordinator establishes and maintains a professional relationship with Ministry of Legal and Constitutional Affairs' Customers, ensuring that all customers' queries and complaints are met, and acts as one of the resource persons for the Ministry's Customer Charter.

Key Responsibilities

- Acknowledges and assist customers;
- Provides information on services offered by the Ministry;
- Answers and provides information to customers on numbers/toll free lines;
- Attends to customers' complaints and concerns;
- Refers unresolved customer' complaints to Customer Services Coordinator for further investigation;
- Informs Customer Service Co-ordinator of gaps, shortcomings, challenges experienced in delivery of service;
- Prepares reports on the service delivery;
- Maintains a computerized registry of customers' requests/queries/suggestions;
- Makes recommendations for the improvement of Ministry's Website;
- Administers customer satisfaction surveys;
- Researches information to satisfy customer queries;
- Assists with the analysis customer satisfaction survey;
- 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
- Integrity
- Teamwork and co-operation
- Ability to use own initiative
- Compliance
- Good time management skills
- Good interpersonal skills
- Adaptability
- Customer and quality focus

Technical/Functional:

- Good use of Technology
- Good Human Relations skills
- Basic knowledge of Ministry's services

Minimum Required Qualification and Experience

- Associate Degree in Business Studies, Management/Administration or any other related field;
- Customer Service training;
- Two (2) years' experience in Customer Service.

4. Stores Keeper (PIDG/RIM 3)**Job Purpose**

To ensure adequate stock is maintained within the Ministry.

Key Responsibilities

- Liaises with suppliers and obtain quotations for the purchase of goods and services;
- Obtains approval from Procurement Officer to purchase goods from selected quotations;
- Checks and record goods received on the requisite card/register and stock away;
- Verifies nomenclature and specification of purchase request;
- Computes total cost of items purchase using calculator;
- Ensures that requisition forms are accurately completed by members of staff;
- Issues supplies to Departments;
- Checks inventory records or stores to determine if supplies on hand are in sufficient quantity;
- Consults with suppliers concerning late deliveries;
- Compiles records of items purchase or transferred between Departments;
- Compiles concerns with ordering, receiving, sorting, issuing of supplies and equipment;
- Compiles data from sources, such as contracts, purchase orders, invoices, requisitions and enters information into computer to maintain inventory;
- Retains order file in established sequence and release back order for issue as stock becomes available;
- Compiles, control records and information, such as consumption rate, characteristics of items in storage and current market condition to determine stock supply and need for replenishment;
- Prepares requisition orders or other documents for purchasing or requisitioning new or additional stock items;
- Maintains Stock Cards;
- Performs physical inventory counting of stocks;
- Conducts audit as necessary.

Required Knowledge, Skills, and Competencies**Core:**

- Good oral and written communication skills
- Integrity
- Teamwork and co-operation
- Ability to use own initiative
- Compliance
- Good time management skills
- Customer and quality focus
- Good interpersonal
- Adaptability
- Good planning and organizing skills
- Good problem-solving skills
- Analytical thinking skills

Technical/Functional:

- Good use of Technology
- Knowledge of the Financial Administration and Audit (F.A.A) Act

- Knowledge of Government of Jamaica (G.O.J) Inventory Standards and Procedures
- Proficiency in the use of Microsoft Office, Microsoft Word, Microsoft Excel
- Working knowledge of an Inventory Management Software Application
- Knowledge of Government Store and Inventory Management Guidelines

Minimum Required Qualification and Experience

- Associate Degree in Business Studies, Administration, Management, or Certificate in Supplies and Inventory Management from MIND;
- Five (5) years related working experience in inventory control procedures.

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software;
- The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions;
- Will be required to travel locally to assist in conducting asset audits, attend conferences, seminars and meetings;
- May be required to lift goods and supplies from time to time.

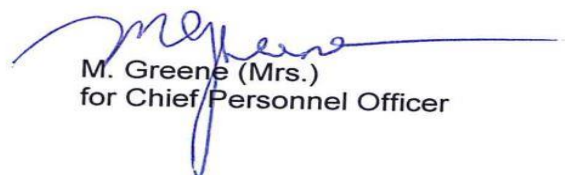
Applications, accompanied by résumés, along with the names, telephone numbers and email addresses of two (2) references (*one must be a former/current supervisor*), should be submitted **no later than Thursday, 18th January, 2024 to:**

**Director, Human Resource Management and Development
Ministry of Legal and Constitutional Affairs
1A Fairway Avenue
Kingston 10**

Email: careers@mlca.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.


M. Greene (Mrs.)
for Chief Personnel Officer