



Office of the Services Commissions

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CIRCULAR No. 302 **OSC Ref. C. 6555¹⁷**

24th July, 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 the following **vacant** posts in the **Jamaica Special Economic Zone Authority**:

- 1. Manager, Business Facilitation and Acceleration Services (GMG/SEG 3) - Business Partner (BP) Support Services Unit**, salary range \$5,198,035 - \$6,990,779 per annum.
- 2. Standards and Compliance Auditor (GMG/SEG 2) - Regulations Policy Monitoring and Enforcement Unit**, salary range \$4,266,270 – \$5,737,658 per annum.

1. Manager, Business Facilitation and Acceleration Services (GMG/SEG 3)

Job Purpose

The incumbent is responsible for provision of effective and efficient Partner Business Acceleration Services by Facilitating and assisting foreign investors, local businesses, and entrepreneurs with achieving sustainable goals, through strategic development plans.

Key Responsibilities

To support the day-to-day business operations of the Business Acceleration Centre (BAC):

- Provides advice to investors and existing SEZ's in accessing the business acceleration services;
- Assists in the development and implementation of systems to log and track investor Third-Party applications submitted through the BAC that are being reviewed;
- Tracks the activities of all SEZ's and provides feedback to the Director of Stakeholder Relationship Management on concerns or service issues that could cause dissatisfaction;
- Manages relationships with Acceleration Service Providers;
- Monitors SLA performance and continuously improve deliverables;
- Assists by liaising with GOJ Regulatory Agencies with whom the Authority has service level agreements to query applications or troubleshoot issues;
- Operationalizes business-linkages strategy to enhance the access of local MSME's into the global value chain;
- Makes scheduled client calls and visits to strengthen client relationships;
- Identifies urgent and critical issues that require escalation to legal counsel, senior management or other Unit Heads, and promptly escalates those issues through the correct channels and in keeping with the escalation protocol;
- Participates in projects, initiatives and commitments of the Authority, managing timelines, creating documents and obtaining needed support or information from other Units;
- Assists with preparation of the Unit's Budget, Operational and Work Plans;
- Builds positive and productive relationships with clients

To synchronize services from Government of Jamaica (GOJ) ministries, departments and agencies (MDAs) to provide a 'one-stop shop' service to improve the business environment and business facilitation services offered to developers and zone users.

- Seeks to collaborate with key MDAs to discuss their roles and agree potential MOU/SLA to establish a 'one-stop-shop' service;
- Assists and establishes with Legal SLAs with related MDAs to facilitate the provision of Business Acceleration Centre;
- Monitors SLAs and makes agreed changes according to new regulatory requirements;
- Develops close working linkages with relevant GOJ MDAs to adopt recommended policy, law and regulatory proposals of and by the Authority;
- Ensures provision of space and facilities to MDAs to facilitate post-occupancy one-stop-shop services;
- Synchronizes existing systems used by various MDAs for harmonisation with tools used by the Authority such as DARP and AMANDA, as part of the one-stop-shop solution;
- Maintains Registry of MDA's and investors for ease in effective communication.

To develop a strong and capable Business Acceleration Centre Team:

- Co-ordinates timely meetings to ensure alignment of focus, detects and provides early warning of emerging issues, and identifies process improvement needs for the Team;
- Demonstrates and promotes a goal-oriented performance culture that depicts strong integrity and ethical behaviours
- Identifies any competency and or skills gaps that must be addressed;
- Assesses the performance of direct reports;
- Works with the Senior Director, Business Partner and Support Services, Director, Stakeholder Relationship Management and Human Resource Management Unit, to ensure availability of training and development interventions needed to fill identified training and development gaps.

Demonstrate Leadership and Commitment to the Quality Management Systems Policy:

- Oversees implementation of improvements and updates of the Quality Management System Policy;
- Assists in communicating the Quality Management Systems Policy and encourages maintenance of documented information to ensure application within the Authority;
- Assists in promoting customer focus throughout the organization in alignment with the Authority's Quality Management System Policy.

Required Knowledge, Skills and Competencies

- Full computer literacy and skill in the use of typical Microsoft Office products and MS Project;
- Knowledge of PMBOK;
- Group facilitation and training in a methodology like ToP (Technology of Participation);
- Skill in the use of the Authority's SharePoint application and in the use of the blockchain application connecting the Authority to business partners and relevant MDAs;
- Awareness of the function of the GOJ and relevant MDA operations;
- Knowledge of the Official Secrets Act, Staff Orders and Public Service Acts;
- Knowledge of the FAA Act and GOJ Procurement Policies;
- Change leadership;
- Strategic thinking;
- Team leadership;
- Innovative thinking;
- Business acumen;
- Accountability and stewardship;
- Customer focus;
- Emotional intelligence;
- Results-oriented;
- Teamwork;
- Good problem-solving and critical thinking skills.

Minimum Required Qualification and Experience

- Undergraduate Degree in Business/Public Administration, Operations, Research, Industrial;
- Engineering, Organizational Psychology, Law, ICT or equivalent from a recognized institution of higher learning;
- Experience dealing with delicate and confidential issues;
- Ten (10) years of progressive experience in a management role;
- Experience in Quality Management, Business Process Improvement, Business Transformation and Change Management;
- Project management experience;
- Training in protocol/etiquette and knowledge of diplomacy and cultural diversity;

Special Conditions Associated with the Job

- May be required to work on beyond normal working hours;
- Periodic island-wide travel.

2. Standards and Compliance Auditor (GMG/SEG 2)

Job Purpose

Under general direction of the Manager, Compliance Audit and Security, the role reviews data and documents related to the movement of goods to/from SEZs are compliant with the rules and procedures related to the SEZ and Customs Act, other domestic and international laws and regulations are upheld in all shipping activities.

The incumbent also ensures that SEZ Developers, Operators and Occupants are compliant with JSEZA regulations, general security standard operating procedures.

Key Responsibilities

To evaluate the processes and effectiveness of the Units internal/external activities, the professional and business ethics and accountability within the scope and direction of the CAS Unit is co-ordinated with the direction of the organization to which the incumbent is assigned:

- Prepares compliance audit and monitoring schedules for SEZs across the country;
- Assists with the auditing and inspection (planned and ad-hoc) across all SEZs, ensuring that effective reports, actions, and activities are produced, communicated, and recorded;
- Logs, investigates, reports and determines incidents and outcomes of complaints, breaches/violation of policy and regulations and support the Director Corporate Compliance in taking the appropriate measures in terms of information conveyance, redress, remedy, and other actions according to organizational rules;
- Evaluates and analyzes data and/or conducts interviews to identify potential compliance gaps, issues or violations;
- Prepares and submits reports, making recommendations for corrective action or revocation of licenses;
- Monitors, tracks and reports on the security control efforts and procedures for the movement of vehicles, cargo, personnel, and visitors entering and exiting the SEZs;
- Monitors compliance of SEZ firms with the regulatory requirements of the Authority; identifies any potential or actual breaches against the SEZ Act and Regulations and advise of appropriate action;
- Escalates all matters related to SEZ non-compliance with all laws and regulations, health and safety, emergency management matters;
- Assists in the management and enforcement of a body of relevant sanctions and penalties for defined infringements of the Regulations, Code and/or our relevant rules;
- Keeps abreast of changes in laws and the regulatory environment, investigates the details and seeks to inform the Director, Corporate Compliance on the impact it will have on SEZ Developers, Operators or Occupants;
- Prepares accurate and timely reports detailing the effects that changes to the regulatory environment may impact SEZ Zone Developers, Operators and Occupants to enable advocacy and proactive engagement of MDAs;
- Reviews data to assist Jamaica Customs and ensures that SEZ shipments through the SEZs are processed in compliance with Customs regulation; related to duties, product compliance and compulsory goods inspection;
- Assists with the creation and updating of standard operating procedures for security and traffic protocols, health and safety, emergency response plans in SEZs, ensure the changes are communicated to SEZ Developers, Operators and Occupants for seamless understanding and co-operation;
- Conducts research and reports on SEZ compliance conditions, issues or best practices in other jurisdictions;
- Provides reports on a regular basis to the Director, Corporate Compliance on the operation and progress of compliance efforts;
- Generates monthly reporting documents relating to physical security project spend versus budget;
- Assists with the preparation of the Units Budget, Operational and Work Plans;
- Ensures monthly minuted meetings with SEZ clients, Jamaica Customs and police personnel and ensure that Minutes are submitted to the Director, Corporate Compliance,
- Ensures awareness of the FAA Act and GOJ Procurement Policies;
- Performs any other related duties as requested by the Director Corporate Compliance.

Required Knowledge, Skills and Competencies

- Ability to work and communicate with all levels;
- High level of professionalism, courtesy, discipline and forthrightness;

- Ability to use Microsoft Office Suite including Visio, Word, Excel, PowerPoint;
- Training in facilitation group business operations;
- High level of adaptability and transparency;
- Experience in handling or administering change management;
- Ability to think quickly on the spot;
- Business process improvement ability coupled with hands-on implementation experience;
- Demonstrated skill in interpreting and applying policy and regulations;
- Knowledge of SEZ Act and Regulations;
- Change leadership
- Strategic thinking
- Team leadership
- Professionalism
- Innovative thinking/creativity;
- Business acumen/ no-nonsense attitude;
- Accountability and stewardship;
- Customer centricity;
- Emotional intelligence;
- Results/goal;
- Oriented/flexibility;
- Teamwork/discipline;
- Good problem-solving and critical thinking skills.

Minimum Required Qualification and Experience

- Undergraduate Degree in Law Enforcement, Security Management, or equivalent qualification from a recognized institution;
- Knowledge of Customs procedures and experience working in a Customs related environment, international logistics service provider, or other reputed international development organizations will be a plus;
- Five (5) years progressive experience in quality management;
- Certification or experience in operations involving international security defence systems;
- Certification and/or experience in administration/operations evaluation & assessment and or internal audits.

Special Condition Associated with the Job

- Concentrative and time-consuming working conditions with numerous critical deadlines.

Applications accompanied by résumés should be submitted **no later than Thursday, 8th August, 2024 to:**

**Director, Human Resource Development and Management
Special Economic Zone Authority
13 Waterloo Road
Kingston 10**

Email: hrunit@jseza.com

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**