



Office of the Services Commissions

(Central Government)
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CIRCULAR No. 388 **OSC Ref. C.4515**

27th September, 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 be assigned to the post of **Customer Service Officer (GMG/AM 3) (Not Vacant)** in the **Supreme Court**, salary range \$2,190,302 – \$2,945,712 per annum.

Job Purpose

Under the direct supervision of the Deputy Registrar, the incumbent interacts with the users of the court to provide the relevant information and assistance with a view to resolve all queries/complaints received, process documents and address all queries and complaints.

Key Responsibilities

- Responds to enquiries at the Public Service counter and on the telephone;
- Responds to enquiries about court processes, court dates and times for the Supreme Court;
- Checks the designated storage area for orders/judgements and requisition documents to be collected by clients;
- Ensures that customers sign for all documents received;
- Vets all incoming applications submitted for legal compliance;
- Provides information to the users of the court about court policies and procedures, case status, scheduling of court proceedings and court proceedings in general;
- Keeps parties informed of changes, for example, of courtrooms and hearing times;
- Provides updates to the users of the court on the status of their files;
- Generates case file number for all new claims as soon as they are presented at the Customer Service;
- Assists with customer requests for information;
- Releases Claim Forms for further stamping at the Tax Administration Jamaica (UP-stamping) where appropriate;
- Distributes files to the relevant officers;
- Sorts the documents for scanning and entering and delivers to the Data Validation Officer;
- Generates file numbers for all new case received;
- Ensures that files are re-shelved at the end of the working day;
- Assists with the preparation of certified copies and attested copies;
- Contacts and informs Attorneys to pick up documents in respect of corrections to be made to orders;
- Contacts Attorneys in relation to arrangements for video link hearings;
- Refers customers to the Registrar/Deputy Registrar or other Court Staff;
- Facilitates requests for documents to be copied from a file;
- Assists the Deputy Registrar by checking for compliance with requisitions for default judgements;
- Provides follow-up Customer Service to clients;
- Performs any other related duties assigned.

Required Knowledge, Skills and Competencies

Core:

- Good time management skills
- Good organizational and planning skills
- Excellent customer relations and interpersonal skills
- Excellent oral & written communication skills
- Excellent supervisory management skills
- Ability to work in teams
- Ability to use initiative

- Integrity and confidentiality

Technical:

- Sound knowledge and understanding of the Supreme Court procedures and operations
- Working knowledge of the relevant computer software applications
- Knowledge of the Government of Jamaica Records Management procedures

Minimum Required Qualification and Experience

- Associate Degree in Business Administration or related field
- Training in Customer Service
- Four (4) CXC/GCE subjects including English Language, Mathematics or Accounts

Applications accompanied by résumés should be submitted **no later than Thursday, 10th October, 2024 to:**

Senior Human Resource Officer
Human Resource Department
Supreme Court
Kings Street
Kingston

Email: hrd@jamaicajudiciary.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**