



Office of the Services Commissions

(Central Government)

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CIRCULAR No. 458

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19th November, 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 following posts in the **Ministry of Agriculture, Fisheries and Mining**:

- 1. Laboratory Technician (SOG/ST 2) (Not Vacant) - Research and Development Division (Bodles, Old Harbour, St. Catherine)**, salary range \$1,711,060 – \$2,301,186 per annum.
- 2. Customer Care Assistant (GMG/AM 1) (Not Vacant) - Agricultural Land Management Division (Hope Gardens, Kingston)**, salary range \$1,439,455 - \$1,935,907 per annum.

1. Laboratory Technician (SOG/ST 2)

Job Purpose

Under the supervision of the Plant Protection Officer, the Laboratory Technician, is responsible for ensuring that full laboratory support is provided for research, pest identification, diagnostic and regulatory work.

Key Responsibilities

Technical/Professional:

- Prepares laboratory reagents and culture media for diagnostic work;
- Collects, registers and prepares specimens and samples brought to the laboratory for identification of pests and diagnosis by the Plant Protection Officers;
- Maintains Laboratory records;
- Performs chemical analyses on animal samples brought in by farmers;
- Operates Laboratory equipment which assists in the analysis of samples;
- Ensures that reference collection is adequately maintained;
- Assists with Orientation/Training of students from Secondary/Tertiary Institutions.

Other:

- Visits farms and other holdings to assist Plant Protection Officers with field work;
- Performs any other related duties which may be assigned from time to time.

Required Knowledge, Skills, and Competencies

Core:

- Good interpersonal skills;
- Good oral and written communication skills;
- Strong customer and quality focus skills;
- Good planning and organizing skills;
- Good problem-solving and decision-making skills;
- Strong teamwork and co-operation skills.

Technical:

- Sound knowledge of laboratory techniques and standards;
- Sound knowledge of material resources;
- Ability to perform basic maintenance and servicing of laboratory equipment;
- Very observant and alert;
- Knowledge of the operations of Government/Ministry's policies and procedures;
- Good report writing skills;
- Proficient in the use of relevant computer applications.

Minimum Required Qualification and Experience

- Laboratory Technician Certificate or equivalent qualification.
- OR**
- Four (4) CXC or GCE O' Levels including passes in English Language, Mathematics, Chemistry and one (1) other subject or its equivalent;
- One (1) year experience working in a Laboratory.

Special Conditions Associated with the Job

- Exposure to hazardous chemicals;
- Exposure to ultraviolet radiation;
- Exposure to dust, bacteria and fungal spores;
- Occasional long working hours.

2. Customer Care Assistant (GMG/AM 1)

Job Purpose

Under the general supervision of the Manager, Administration and Support Services, the Customer Care Assistant is responsible for assisting the general public in all aspects of their interaction with the Ministry 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

- Greets and welcomes visitors to the Ministry and directs them to the appropriate Office/Officer;
- Ensures courteous treatment of all staff and visitors to the Ministry 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 calls to Officers who requested the numbers;
- 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 (monitors Logbook, issues Visitor Badges);
- Ensures that systems, procedures and working practices are implemented accurately in accordance with established format;
- Ensures that professional attitude is displayed at all times;
- Maintains the Ministry'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 which may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills;
- Good customer service and quality focus skills;
- Good use of initiative;
- Good time management skills;
- Ability to work in a team;
- Compliance;
- Integrity;
- Managing the client interface.

Technical:

- Knowledge of Customer Service, telephone ethics and techniques;
- Knowledge of office management and ethics;
- Good public speaking and records keeping skills;
- Switchboard operating skills;
- Knowledge of the Ministry's policies and procedures

Minimum Required Qualification and Experience

- Four (4) CXC General Proficiency/GCE O'Level subjects, including English Language and a numeric subject;
 - Customer Service certification;
 - Certificate in Telephone Operating and Ethics;
 - Training in public speaking;
 - Three (3) years' experience working 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.

Applications accompanied by résumés should be submitted **no later than Monday, 2nd December, 2024 to:**

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

Email: 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.



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