



Office of the Services Commissions

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CIRCULAR No. 475 **OSC Ref. C.6593⁴**

29th 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 fill the following **vacant** posts in the **Ministry of Tourism**:

1. **Enterprise Risk Management Analyst (GMG/SEG 3)**, salary range \$5,198,035 – \$6,990,779 per annum.
2. **Manager, Customer Service (GMG/SEG 2)**, salary range \$4,266,270 – \$5,737,658 per annum.
3. **Office Administrator (GMG/AM 3)**, salary range \$2,190,302 – \$2,945,712 per annum.
4. **Administrative Assistant (GMG/AM 2)**, salary range \$1,711,060 – \$2,301,186 per annum.
5. **Storekeeper (PIDG/RIM 2)**, salary range \$1,711,060 – \$2,301,186 per annum.

1. Enterprise Risk Management Analyst (GMG/SEG 3)

Job Purpose

The Enterprise Risk Management Analyst reports directly to the Permanent Secretary, receive functional directions from the Senior Director, Strategic Planning, Performance and Project Management, and will be responsible for:

- ✓ Facilitating the identification, evaluation and analysis of risks inherent to the operations of the Ministry;
- ✓ Formulating, implementing and evaluating risk management strategies to efficiently and cost-effectively manage risks.

Key Responsibilities

Administrative/Management:

- Maintains effective working relations with internal and external stakeholders to facilitate mutual expectation and consistently high level of service.
- Guides senior management with integrating risk management into the strategic development process.
- Prepares relevant reports.

Technical/Professional:

- Develops and implements the Ministry of Tourism's Enterprise Risk Management Framework, strategies and procedures, in line with Government of Jamaica ERM Policy, legislations and other local and international standards;
- Collects information and reviews documentation to ensure that risk scenarios are identified and evaluated;
- Identifies contractual requirements and organizational policies and standards related to the Ministry's operations, to determine their potential impact on the business objectives;
- Identifies potential threats and vulnerabilities for business processes, associated data and supporting capabilities, to assist in the evaluation of enterprise risk;
- Implements the ERM framework and ongoing ERM practices suitable for the requirements of the Ministry of Tourism;
- Updates and maintains a Strategic and Operational Risk Register to ensure that all identified risk factors are accounted for;
- Assembles and analyses risk scenarios to determine the likelihood and impact of significant events on the Ministry's business objectives;
- Correlates identified risk scenarios to relevant business processes to assist in identifying risk ownership;
- Assists in the development of a risk awareness programme and conducts training to ensure that stakeholders understand risk and contribute to the risk management process and to promote a risk-aware culture;

- Identifies and evaluates risk response options and provides Executive Management with information to enable risk response decisions;
- Participates in the review of risk responses with the relevant stakeholders for validation of efficiency, effectiveness and economy;
- Applies risk criteria to assist in the development of the risk profile for Executive Management approval;
- Assists in the development of risk response action plans to address risk factors identified in the organizational risk profile;
- Collects and validates data that measures Key Risk Indicators (KRIs) to monitor and communicate their status to relevant stakeholders;
- Monitors and communicates Key Risk Indicators (KRIs) and management activities to assist relevant stakeholders in their decision-making process;
- Facilitates independent risk assessments and risk management process reviews to ensure they are performed efficiently and effectively;
- Identifies and reports on risk, including compliance, to initiate corrective action and meet business and regulatory requirements;
- Influences and, when necessary, challenges decisions that give rise to material risks;
- Builds awareness of business continuity and disaster recovery risks, including encouraging the preparation of business continuity and disaster recovery management plans;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Excellent analytical, planning and organizational skills;
- Excellent communication and presentation skills;
- Excellent negotiating and problem-solving skills;
- Excellent time management skills;
- Excellent interpersonal skills.

Technical:

- Sound knowledge of international enterprise risk management standards;
- Good knowledge of the Tourism Industry and its operations and functions;
- Excellent knowledge of GoJ Enterprise Risk Management policy and requirements;
- Good knowledge of conducting research;
- Working knowledge of GoJ Corporate Governance Framework;
- Knowledge of computer systems and the relevant applications.

Minimum Required Qualification and Experience

- Bachelor's Degree in Management Studies, Public Administration, Business Administration or a related discipline;
- Specialized training in Risk Management;
- Three (3) years related experience.

2. Manager, Customer Service (GMG/SEG 2)

Job Purpose

Under the direction of the Director, Corporate Services, the Manager, Customer Service is responsible for the co-ordination and implementation of the Ministry's Customer Service Outreach Programme. Primarily, the Manager, Customer Service will be responsible for co-ordinating and facilitating the value chain elements of Service Expectation Identification, Service Awareness Creation, Direct Customer Interface, Service Delivery Operations and monitoring and evaluation of service improvement initiatives.

Key Responsibilities

Administrative/Management:

- Develops the Customer Service Branch's Annual Operational Plans to be incorporated within the Divisional Operational Plan;
- Develops the Branch's Annual Budget and manages expenditure within budget ceilings;
- Develops and submits the Branch's Monthly, Quarterly, Half-Yearly and Annual Reports for relevant internal and external stakeholders of the Ministry;
- Represents the Division/Ministry at meetings, seminars, workshops, conferences and other fora;

- Liaises with the Office of the Cabinet and any other entities, public or private, involved in the planning, development and implementation of the Service Excellence Programme;
- Convenes quarterly meetings of the Intra-Ministerial Service Improvement Team, providing relevant advice/recommendations to representatives for the sustainability of the Service Excellence Programme.

Technical/Professional:

- Reviews, evaluates and re-designs customer service business processes; establishes and communicates service metrics; implementing changes for the Ministry and Public Bodies;
- Develops and implements customer service strategies and specific objectives;
- Reviews and documents business processes aligned to the key services of the Ministry and its portfolio agencies and departments;
- Manages the operations of the Ministry's front desks operations;
- Maximizes customer operational performance by monitoring help desk resources and technical advice; resolving problems; disseminating advisories, warnings and new techniques;
- Develops, recommends and implements new systems, procedures or working practices to improve customer service efficiency;
- Assists with the development of the Ministry's Mystery Shopper Programme and implements it in accordance with guidelines;
- Develops, collates and distributes Customer Service publications and articles.
- Ensures timely updates of the Ministry's initiatives and highlights on the Customers' Notice Board/intranet;
- Establishes adequate issues/complaints mechanisms and other stakeholder feedback;
- Develops and monitors the Customer Service Balanced Scorecard;
- Develops and monitors the Complaints Management System;
- Monitors the Feedback and Complaints Management System(s) to resolve customer complaints promptly and respond to customer feedback;
- Monitors and reports on service level standards focused on response times and issue resolution;
- Conducts and facilitates Customer Service Training & Sensitization at the Ministry and its Public Bodies;
- Supports determination of customer service requirements by maintaining contact with customers; visiting operational environments; forming focus groups; analysing information and applications;
- Ascertains customer service needs by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analyzing information and applications;
- Supports promotion and awareness of the customers to the Ministry's products and services;
- Develops and conducts surveys;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Commemorates national and international days of significance;
- Collaborates with the Corporate Communications and Public Relations Division, conducts relevant campaigns, expositions to increase awareness and promotion of the goods and services of the ministry and its Agencies/Departments.

Human Resources:

- Co-ordinates and monitors the service excellence outreach work of the Branch;
- Monitors and evaluates the performance of direct reports, prepares performance appraisal and recommends and/or attaining established personal and/or organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the branch;
- Ensures the welfare and development needs of staff in the branch are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the branch's goals;
- Maintains and monitors Attendance Reports for all relevant members of staff;
- 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;
- People Management skills;
- Good interpersonal skills;

- Customer and quality focus
- Good planning and organizing skills;
- Good problem-solving and decision-making skills.
- Integrity

Technical:

- Customer Service outreach;
- Help Desk Management;
- Research methods and data analysis;
- Training and Facilitation skills;
- Knowledge of the Ministry's Policies and Procedures;
- Knowledge of the Ministry's Citizens' Charter.

Minimum Required Qualification and Experience

- Bachelor's Degree in Business Administration or Management or related field;
- Two (2) years' experience in Customer Service;
- Experience in outreach work;
- Experience with call centres and help desk environments;
- Experience in conducting research and analysing information;
- Strong training and facilitation skills.

Special Conditions Associated with the Job

- May be required to travel to the Public Bodies outside of Kingston;
- Working extended hours.

3. Office Administrator (GMG/AM 3)

Job Purpose

Under the direct supervision of the Director, Administration and Asset Management, the incumbent plans, organizes and co-ordinates utility management, catering services and fleet and transportation activities in the branch.

Key Responsibilities

- Provides administrative support to the branch and assists the Director to ensure that the branch operates efficiently;
- Receives and manages the distribution of telephone bills to employees, ensuring that invoices are endorsed and submitted to the Accounts Department;
- Interfaces with the Accounts Department on matters pertaining to outstanding telephone bills and reports discrepancies highlighted such as disconnection;
- Updates and maintains records of the Ministry's fleet of vehicles, to include fuel consumption, maintenance schedules and validity of documents;
- Prepares letters for renewal of motor vehicle particulars and Direct Banking Forms and submits to Tax Administration Jamaica for renewal of documents;
- Prepares Authorization Letters for sanitation of vehicles and reconciles invoices from Supplier and submit to the Accounts Department;
- Reconciles the Manufacturing Credit Insurance System (MCIS) statements prior to submission to accounts;
- Conducts weekly inspections of fleet vehicles and reports observations/findings to the Director;
- Engages with MT pre-approved suppliers to effect repair services to furniture and fittings, etcetera, as directed by the Director;
- Reports to the Property Managers as it relates to issues of plumbing, air conditioning electrical, janitorial, carpet cleaning, pest control and general building maintenance, monitor resolution of issues and generates monthly report;
- Prepares workspaces for assumption of duties and re-assignment/re-location of staff;
- Manages parking assignments for staff and visitors;
- Engages caterers and arranges for the provision of meals and refreshments for meetings and Ministry events. Receives, reconciles and submits invoices to the Accounts Department for payment;
- Arranges daily assignments of drivers and vehicles, in the absence of the Director;
- Researches and/or verifies data and/or information for the preparation of activity/performance and other reports, prior to submission to the Ministry of Finance and the Public Service;

- Compiles data and prepares monthly/quarterly reports in relation to Office Management;
- Provides responses to official enquiries about the Branch and where necessary, refers enquiries to the appropriate officers;
- Maintains electronic and hard copy filing and records management system for fleet;
- Undertakes any other related duties of the branch, as directed by the Director.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills;
- Excellent customer relations skills;
- Good interpersonal skills;
- Good time management skills;
- Good organizing skills;
- Integrity;
- Compliance.

Technical:

- Good knowledge of office services, administrative procedures and practices;
- Proficient in relevant Software Applications;
- Good knowledge of the operations of Government/Ministry's policies and procedures pertaining to fleet management.

Minimum Required Qualification and Experience

- Associate Degree in Business Administration, Management Studies, Public/Business Administration, or related social sciences;
- One (1) year experience in a similar environment/capacity;
- Training in Office Management and/or Customer Service principles and practices would be an asset.

OR

- Diploma in Office Administration/Administrative Management
- Two (2) years experience in a similar environment/capacity.
- Training in Office Management and/or Customer Service principles and practices would be an asset.

OR

- Any equivalent combination of qualification and experience

4. Administrative Assistant (GMG/AM 2)

Job Purpose

Under the general direction of the Director, Human Resource Management and Development, the incumbent is responsible for providing general administrative and clerical support to the Branch. This will be achieved by managing, organizing and co-ordinating the workflow of the Branch; implementing and maintaining administrative/filing systems, procedures and policies, as well as monitoring assigned administrative projects as determined by the Director.

Key Responsibilities

Technical/Professional:

- Provides administrative support to the Director, Human Resource Management and Development;
- Manages calendar for the Director and Branch, which includes but is not limited to scheduling appointments, co-ordinating meeting rooms and preparations, including refreshments, where applicable;
- Updates the time and attendance database and informs the Director on status of employees to effect warning letters;
- Prepares warning letters for the signature of the Director;
- Logs and dispatches correspondence and letters for mailing;
- Screens incoming calls and correspondence and responds independently when possible;
- Maintains electronic and hard copy filing systems, creates and maintains database and spreadsheet files, manages the Branch's intranet filing system, performs data entry, scan and photocopy documents;
- Maintains office workflow, analyses operating practices and systems and recommends improvements; and implements agreed changes to increase the Branches efficiency;
- Provides support to members of the Team on specific projects, as agreed with the Director.
- Prepares and modifies documents including correspondences, reports, drafts, memos and

emails; takes and transcribes dictation, and composes and prepares confidential correspondence, technical reports, and other complex documents;

- Assists with the logistical operations of the branch with respect to the duties assigned, including organization and administration of meetings and other events, by providing agendas and keeping written records of discussions and key decisions; and undertakes associated research and follow-up actions, as required;
- Provides offsite logistical support for retreats, seminars, conferences and other events that are organized by the Director;
- Conducts research and prepares draft summaries/reports, for vetting by the Director;
- Schedules and attends Branch and Committee meetings, prepares Minutes and ensures follow-up actions are done, reproduces, distributes, and maintains records of Minutes accordingly;
- Assists in the preparation and circulation of Minutes for the HREC meetings;
- Acts as Recording Secretary to the select meetings;
- Exhibits good courtesy to scheduled and unscheduled visitors;
- Responds to and follows-up on correspondence and operational commitments as per directives of the Director;
- Provides responses to official enquiries on Human Resource related matters and, where necessary, refers these enquiries to the appropriate officers;
- Opens, sorts and distributes incoming correspondence, assists in preparing outgoing mail and correspondence, including e-mail and updates branch mail register;
- Attends meetings externally, as may be required, for the purpose of Minute taking, conducting research, compiling supporting documents and related tasks;
- Maintains office supplies for the Branch by monitoring stock levels, placing and expediting orders through the Administration and Asset Management Branches, if required, and verifying receipt of supplies.

Management/Administrative:

- Researches and prepares quarterly reports;
- Develops Individual Work Plans based on alignment to the Branch's Plan;
- Maintains customer service principles, standards and measurements;
- Participates in meetings, seminars, workshops and conferences, as required;
- Assists with the preparation and compilation of reports, Divisional Budget and project documents, as required.

Human Resources:

- Participates in the preparation and implementation of presentations on role of Branch for the Orientation/Onboarding programme;
- Contributes and maintains a harmonious working environment;
- 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;
- Customer and quality focus;
- Teamwork and co-operation;
- Integrity;
- Compliance;
- Good interpersonal skills;
- Change Management.

Technical:

- Proficiency in Microsoft Office suite and other programme applications appropriate to assigned responsibilities;
- Solid dictation and transcribing skills;
- Knowledge of Staff Orders, Public Service Regulations, Human Resource policies and procedures;
- Knowledge of office management and administrative procedures and practices;
- Knowledge of the principles and practices of public administration;
- Ability to compose correspondence and reports;

Minimum Required Qualification and Experience

- Associate Degree or Diploma in Business Administration, Administrative Management, Management Studies, Public/Business Administration, or related social sciences;
- Two (2) years' experience in an office management environment, with at least one (1) year in Human Resource Management, would be an asset.

Special Condition Associated with the Job

- 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. Additionally, frequent intra island travel and extended working hours may be required.

5. Storekeeper (PIDG/RIM 2)

Job Purpose

Under the direct supervision of the Director, Administration and Asset Management, the incumbent is responsible for the efficient management of the Ministry's stores and ensures that adequate goods are available for the Ministry's daily operation.

Key Responsibilities

- Manages the efficient operations of the Ministry's Stores;
- Inspects and examines thoroughly all goods received for soundness, quality and quantity;
- Returns inaccurate or defective goods to suppliers;
- Ensures that all goods/supplies are received with invoices/delivery slips;
- Ensures that Invoices are obtained and signed off "goods received in good condition" and submitted for certification and payment;
- Ensures that all goods/supplies are distributed by utilizing properly completed and authorized Requisition Forms and according to shelf life and expiration dates;
- Ensures that distributed items are checked by the recipient and signed for;
- Creates and maintains records for all items received and issued and updates stock cards daily;
- Ensures that goods/supplies are received with invoices/delivery slips;
- Packs and organizes shelves, racks and other storage areas, ensuring that the items are easily identifiable and retrievable;
- Keeps storeroom clean and properly secured at all times;
- Prepares re-order list(s), as needed, in keeping with internal approvals and in accordance with minimum levels of inventory;
- Liaises with the Procurement Department on the delivery of goods, in accordance with pre-established timelines;
- Conducts biannual/quarterly stocktaking exercises and informs the Director, Administration and Asset Management of any discrepancies observed with items;
- Assists the Inventory Officer with quarterly fixed assets reconciliation exercises;
- Conducts research and prepares reports on:
 - Slow moving items
 - Unaccounted items
 - Spoilage/expired items
- Performs any other related duties that may be assigned from time to time by the Director.

Required Knowledge, Skills and Competencies

Core:

- Excellent interpersonal and customer service skills;
- Good oral and written communication skills;
- Good time management skills;
- Good organizing skills;
- Integrity;
- Compliance.

Technical:

- Good knowledge of office services and administrative procedures and practices;
- Proficient in relevant Software Applications;
- Good knowledge of the operations of Government/Ministry's policies and procedures pertaining to storeroom management.

Minimum Required Qualification and Experience

- Graduated from a Secondary institution with four (4) subjects at the CXC or GCE 'O' Level, including English Language and a numeric subject, plus a minimum of three to four (3-4) years' experience at the RIM 1 or an equivalent academic training and experience.

Applications accompanied by résumés should be submitted **no later than Thursday, 12th December, 2024 to:**

Director, Human Resource Management & Development
Ministry of Tourism
64 Knutsford Boulevard
Kingston 5

Email: hrm@mot.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