



Office of the Services Commissions

(Central Government)

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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 **Corporate Services Division, Accountant General's Department (AGD)**:

1. **Web and Digital Content Officer (MCG/IE 3)**, salary range \$3,501,526 - \$4,709,163 per annum.
2. **Customer Relations Supervisor (GMG/SEG 1)**, salary range \$3,501,526 - \$4,709,163 per annum.
3. **Human Resource Development Officer (GMG/AM 4) - (Temporary post for 3 years)**, salary range \$2,803,771 - \$3,770,761 per annum.
4. **Customer Relations Officer (GMG/AM 3) - (4 posts)**, salary range \$2,190,302 - \$2,945,712 per annum.
5. **Payments Officer (FMG/AT 3)**, salary range \$2,190,302 - \$2,945,712 per annum.
6. **Public Procurement Officer (GMG/AM 3)**, salary range \$2,190,302 - \$2,945,712 per annum.
7. **Administrative Assistant (GMG/AM 2)**, salary range \$1,711,060 - \$2,301,186 per annum.
8. **Public Procurement Clerk (PIDG/RIM 1)**, salary range \$1,439,455 - \$1,935,907 per annum.
9. **Treasury Bearer (LMO/DR 1)**, salary range \$27720 - \$30,556 per week.
10. **Driver (LMO/DR 1)**, salary range \$27720 - \$30,556 per week.

1. Web and Digital Content Officer (MCG/IE 3)

Job Purpose

Reporting to the Director Communications, the Digital Content Officer will leverage the power of digital promotions and AGD's communications strategy to generate new interest in the works of the Department. This role will lead on managing the AGD's digital assets to include its YouTube Page, the Website and internal video screens, among others, by generating impactful artwork, features and videos for use in all media formats.

Key Responsibilities

Digital Marketing:

- Creates discussion forums and vlogs around the role and function of the AGD;
- Creates innovative editorial content for our YouTube Page and internal video screens;
- Edits and supervises content posting to the main AGD's Website;
- Conducts relevant content audits for all AGD's digital assets and supervises updating, as required;
- Drafts and maintains a Website Governance Protocol, co-ordinates content inputs from Departments across AGD and key external partners and stakeholders;
- Executes strategic content development of the Website and implements activations, manages live events, i.e. webinars, etc. in keeping with communications objectives;
- Keeps abreast of emerging web technologies through relevant blogs, list serves and events.

Technical:

- Researches, develops, implements and evaluates the parameters for digital media strategies;
- Manages Digital Media campaigns and day-to-day activities including:
 - ✓ Promoting the AGD's policies, programmes and initiatives through digital media, ensuring consistency across all platforms;
 - ✓ Curating and managing all published content (images, video and written) for the website, Youtube, podcasts, LinkedIn among others;
 - ✓ Developing and expanding community and/or blogger outreach efforts;
 - ✓ Multimedia messaging integrating graphics, audio, video and basic animation;
 - ✓ Participating in event coverage including image and video capture for live posting;
 - ✓ Producing graphic, videos and other creative content for the AGD's Website;
 - ✓ Editing images, audio and video for post-production needs;
 - ✓ Managing the AGD's online and offline creative production and delivery across creative concept development, design and artwork, video, photography, and asset management;
- Participates in the Development and periodical updates of communication;
- Performs any other related duties that may be assigned from time to time.

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

- Excellent oral and written communications skills
- Good problem-solving and analytical skills
- Excellent customer focus and quality skills
- Excellent time management and organizational skills
- Ability to work in a strong team construct
- Results focus
- Integrity

Technical:

- Use of technology
- Excellent information gathering, research and analytical skills
- Good knowledge/understanding of the social media landscape
- Ability to foster and maintain a good working relationship with media
- Good understanding of social media tools and platforms
- Deep understanding of digital communications
- Strong marketing knowledge
- Strategic communications and digital media networking skills
- Knowledge of web and multimedia communications
- Knowledge of web and info-graphics design concepts
- Understanding of creative production processes and digital marketing techniques

Minimum Required Qualification and Experience

- Bachelor's Degree in Mass Communications/Public Relations/Marketing/Journalism or related discipline from a recognized tertiary institution, or related;
- Extensive Journalism/Publishing training and experience;
- Evidence of continuing professional development;
- Three-five (3-5) years' experience in a corporate business, journalism, media or advertising environment;
- Experience in the creative and innovative use of new media technologies eg. Canva, Video editing software;
- Specialist in Writing for Business and the Web

Special Condition Associated with the Job

- Pressured working conditions with numerous critical deadlines.

2. Customer Relations Supervisor (GMG/SEG 1)**Job Purpose**

Reporting to the Director, Customer Service, the Customer Relations Supervisor ensures that the AGD meets or exceeds the information and related needs of the Treasury's customers, while providing quality customer service to all internal and external customers.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- ✓ To provide relevant, accurate and timely information to customers in accordance with the access to Information Act
- ✓ To provide quality customer service to the Treasury's internal and external customers
- ✓ To elevate and maintain service consciousness in the Department's organizational culture
- ✓ To develop, establish, and monitor service standards
- ✓ To obtain, analyze and address Customer feedback to ensure the AGD maintains responsiveness to customer and stakeholder needs

Key Responsibilities

Technical:

- Monitors and co-ordinates the operations of the Information/Customer Service Desk(s) and Contact/Call Center;
- Provides relevant information to the Public Relations Officer for public education;
- Conducts informative sessions on the operation of the Department and on pension related and other matters, as required by the Public Relations Officer;
- Participates in the development/update, implementation and monitoring of a Customer Service Charter;
- Maintains effective procedures for the investigation of complaints from customers, in accordance with the Customer Service Charter;
- Reviews and/or responds to enquiries or complaints or assigns to staff, as necessary;
- Responds to letters or other provided documented information that may be required by customers;
- Acknowledges receipt of all enquiries/complaints in keeping with the Customer Service Charter;
- Follows up with corrective action, as soon as is practical, and informs the customer of the outcome;
- Investigates and deals with emergency cases;
- Visits pensioners to verify their status, in order to maintain accurate and consistent payment, as may be necessary from time to time;
- Participates in the development and implementation of a comprehensive training programme for staff, as it relates to customer service, in collaboration with the Training and Development Manager (to include use of web-based customer service database, the Treasury and its services, relevant statutes and regulations such as, but not limited to, Access to Information, Pensions Acts, FAA Act, etc.);
- Reviews, on a continuous basis, the Customer Service operations with a view to improve Customer Service and relations, including conducting customer feedback surveys, analyzing results and recommending relevant action;
- Prepares monthly and quarterly reports along with any other reports or information that may be required with respect to Customer Service.

Strategic Leadership:

- Implements and enforces policies and procedures of the organization by way of systems that will improve the overall operation and effectiveness of the Unit and the AGD;
- Conducts research and recommends changes to policies, procedures and systems to enhance the functioning of the Unit and Department;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans;
- Assists with the establishment of internal control processes required to manage and grow the Division;
- Meets or exceeds performance targets;
- Deputizes for the Director Communications and Customer Service as, and when required

Human Resource Management:

- Plans, organizes and directs the work of staff by overseeing the development of performance targets for staff based on the Unit Plan;
- Ensures that staff have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action;
- Participates in the recruitment of staff;
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills gaps and collaborates with the Training and Development Manager, to develop and implement Staff Development and Succession Plans for the Unit, to ensure adequate staff capacity;

- Monitors job specific and environmental factors, implements and promotes health and safety policies, and mitigates and minimizes workplace hazards;
- Monitors the performance of staff and ensures effective and objective staff performance management, through timely and accurate completion of the staff appraisal process, including periodic reviews;
- Ensures that welfare issues of the Unit's staff are clearly identified and addressed;
- Performs any other related duties that may be assigned from time to time

Required Knowledge, Skills and Competencies

- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, to build long term internal and external relationships, and gain support to achieve desired objectives
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Managing the Customer Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high-quality service
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on-one face-to-face, with excellent public speaking skills
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance
- **Collaboration and Team Work:** The ability to be a collaborative business leader, and an inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium- and long-term goals
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility
- Ability to work effectively under pressure
- Working knowledge of Government Accounting
- Knowledge of the Finance Administration and Audit Act (FAA Act), the Pensions Acts, Regulations, Access to Information Act and other relevant statutes and regulations governing the activities of a Treasury
- Knowledge of Public Treasury operations
- Working knowledge of banking operations

Minimum Required Qualification and Experience

- Bachelor's Degree in Public Administration or Management Studies from a recognized tertiary institution, or equivalent;
- Five (5) years' experience in customer service or related field, with at least two (2) of those at a supervisory level;
- Experience working with web-based Customer Service database;

Special Condition Associated with the Job

- Working under pressure with numerous critical deadlines.

3. Human Resource Development Officer (GMG/AM 4)

Job Purpose

Reporting to the Training and Development Manager, the Human Resource Development Officer is responsible for assisting with the execution of training and development programme(s) for staff, to facilitate adequate staff capacity, best fit, competence and high performance which supports the achievement of the strategic objectives of the Department.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- ✓ To assist with the implementation of Training and Development Policy and Plans in keeping with the Human Resource Policy, Staffing Orders for the Public Service and other regulations
- ✓ To participate in the review of the AGD's Competency Framework (staff core and technical competencies)
- ✓ To participate in the conduct of Training Needs Assessment and identification of competency/skill gaps for required intervention, in collaboration with the respective Heads of Divisions and Units, and Supervisors
- ✓ To assist in the development, implementation and review of Training and Development initiatives that are in alignment with the strategic objectives of the AGD to include orientation (policies, procedures, and regulations), technical training, train-the-trainer, change management, etc.
- ✓ To participate in the development, execution, monitoring and evaluation of the AGD's Succession Plan and prepares progress reports
- ✓ To provide administrative support for training and development initiatives
- ✓ To maintain the relevant database to include current employee qualification and training information

Key Responsibilities

Technical:

- Participates in the development/review and execution of the Annual Staff Training and Development Plan and Programmes, Succession Plan and Change Management Plan to build capacity of employees in key competencies, in alignment with, and in support of the achievement of the strategic objectives of the Department;
- Participates in and facilitates the conduct of training and development needs assessment as required, including the identification of skills/competencies gaps to inform development of T&D Plan and Programmes;
- Participates in the development of training and development initiatives in accordance with Human Resource Management strategy and Change Management Plans;
- Co-ordinates the requisite Performance Management and Appraisal System (PMAS) training for management and staff;
- Co-ordinates the design, development and delivery of training interventions for select individuals and groups in accordance with approved plans;
- Assists in the assessment and recommendation of internal and external T&D courses/programmes for the development of an approved listing of training and development providers;
- Assists with the co-ordination, design, preparation and conduct of Training Impact Evaluations to measure transfer of learning and the effectiveness of the training programmes;
- Co-ordinates on-the-job learning interventions;
- Participates in the establishment of methods for measuring transfer of learning;
- Maintains training and development records;
- Provides administrative support for the processing of training and development benefits, such as scholarships, study leave etc.;
- Maintains training materials database;
- Prepares training and development reports;
- Monitors the use of training equipment and supplies;
- Assists in updating the Training and Development Standard Operating Procedures Manual;
- Assists with the preparation of the Training and Development Plan and Budget;
- Maintains effective working relations with external and internal stakeholders, including Training Institutions and clients, ensuring that the Division provides a consistently high level of service;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high-quality service
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change, and to lead others through change and manage their concerns
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities, and set medium and long term goals
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department are met in a consistent, effective and efficient manner.
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills - The ability to display behaviors appropriate to the AGD's business and social environment
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviours, in order to build trust and credibility.
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Collaboration and Team Work:** The ability to be a collaborative and an inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on one face-to-face, with excellent public speaking skills
- Ability to work effectively under pressure

Minimum Required Education and Experience

- Bachelor's Degree from a recognized institution in the disciplines of Human Resources Management, Human Resources Development or equivalent;
- Evidence of continuing professional development in Human Resources Management;
- Formal training in Adult Instruction/Facilitation;
- Four (4) years' experience in Human Resource Management, with at least 2 years in a similar or related capacity.

4. Customer Relations Officer (GMG/AM 3) - (4 posts)

Job Purpose

Reporting to the Customer Relations Supervisor, the Customer Relations Officer liaises with the AGD's customers to facilitate their information and related needs. The incumbent serves internal and external customers by providing relevant information, addressing queries and resolving related complaints and issues, while providing quality service.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- ✓ To provide relevant, accurate and timely information to customers in accordance with the customers' needs
- ✓ To provide quality customer service to the Treasury's customers in accordance with the AGD's Customer Service Charter
- ✓ To provide Customer feedback to Supervisor to assist in maintaining responsiveness to customer needs

Key Responsibilities

Technical:

- Provides accurate and timely information to customers via the Contact Centre or Customer Service Desk, in accordance with the AGD's Customer Service Charter;
- Greets, receives and serves customers at the Customer Service Desk(s) in accordance with the Customer Service Charter;
- Receives calls made to the AGD's Contact/Call Centre, ascertains nature of call and responds to enquiries or complaints, or transfers to relevant staff as necessary, in accordance with the Customer Service Charter;
- Investigates, researches and gathers information and resolves issues or complaints, or escalates to supervisor, as necessary, in accordance with the Customer Service Charter;
- Logs and tracks all customer complaints and status on the database;
- Prepares daily and weekly reports along with any other reports or information that may be required, with respect to Customer Service, including customer feedback;
- Meets or exceeds performance targets;
- Deputizes for the Customer Relations Supervisor, as and when required;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, to build long term internal and external relationships and gain support to achieve desired objectives
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Managing the Customer Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high-quality service
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on-one face-to-face, with excellent public speaking skills
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organizational performance
- **Collaboration and Teamwork:** The ability to be a collaborative business leader, and an inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviours, in order to build trust and credibility
- Ability to work effectively under pressure
- Working knowledge of Government Accounting
- Knowledge of the Financial Administration and Audit Act (FAA Act), the Pensions Acts, Regulations, and other relevant statutes and regulations governing the activities of a Treasury
- Knowledge of public Treasury operations
- Working knowledge of banking operations

Minimum Required Qualification and Experience

- Associate Degree in Public Administration or Management Studies from a recognized tertiary institution, or equivalent;
- Three (3) years' experience in customer service or related field;
- Experience working with web-based Customer Service database.

Special Condition Associated with the Job

- Pressured working conditions with numerous critical deadlines.

5. Payments Officer (FMG/AT 3)

Job Purpose

The Payments Officer is responsible for processing all accounts payables and effecting of relevant payments to staff, and all suppliers/contractors of the Department.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- ✓ To prepare Commitment and Payment Vouchers
- ✓ To prepare Journal Vouchers
- ✓ To maintain Payment Voucher files
- ✓ To check Claims for Honorarium, Taxi, Supper, Subsistence, Toll, Mileage, and Refreshment Allowances
- ✓ To manage the Petty Cash Imprest
- ✓ To generate Tax Certificates for Contractors' Levy and Withholding Tax for suppliers

Key Responsibilities

Technical:

- Creates Commitment and Payment Vouchers for certification of GFMS;
- Assists in the commitment planning process by determining and classifying commitments according to inescapable, priority and other commitments;
- Assists with the updating of a Commitment Control Register for the Department's Recurrent Head, by ensuring that warrant allocations are posted correctly and promptly;
- Clears manual Payments on GFMS;
- Prepares Journal Vouchers accurately;
- Audits of payment vouchers to ensure they are properly maintained;
- Maintains regular contact with internal and external customers;
- Ensures follow-up action as, and when necessary;
- Generates Tax Certificates;
- 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
- Good problem-solving and analytical skills
- Good customer focus skills
- Result focus
- Integrity

Technical:

- Applies intermediate knowledge of Accounting and Reporting Practices
- Intermediate knowledge of required Legislation, Policies and Procedures
- Applies appropriate accounting reporting treatment of transaction
- Demonstrates general awareness of fraud mitigation actions
- Demonstrates and maintain procedures to meet existing and changing financial operations/regulatory requirements
- Demonstrates intermediate knowledge of auditing requirement
- Monitor various activities and processes and identifies risk for discussion with supervisor and implement agree corrective actions
- Review the accuracy and legitimacy of reports, statements, accounts and related documents to ensure conformance with established/agreed standards
- knowledge of Accounting practices and applications
- Comprehensive knowledge of Government Accounting procedures
- Working knowledge of relevant computer systems and applications
- Working knowledge of the Staff Order and the FAA Act
- Knowledge of international Public Sector Accounting Standards (IPSAS)

Minimum Required Qualification and Experience

- AAT Level 3; **or**
- ACCA-CAT Level C/Level 3; **or**
- ACCA Level 1; **or**
- NVQJ Level 3, Accounting; **or**

- Diploma in Accounting from an accredited University or Community College; **or**
- ASc. Degree in Business Studies/Business Administration from an accredited tertiary Institution; **or**
- Asc. Degree in Accounting, MIND; **or**
- Diploma in Government Accounting, MIND, Government Accounting Levels 1, 2 & 3; **or**
- BSc. Degree in Accounting or Management Studies with Accounting; **or**
- BBA Degree; **or**
- Successful completion of three (3) years of any of the Bachelor's Degree programmes mentioned above.

Special Conditions Associated with the Job

- Required to travel locally and internationally;
- Pressured working conditions with numerous critical deadlines.

6. Public Procurement Officer (GMG/AM 3)

Job Purpose

The Public Procurement Officer, under the general supervision of the Director, Public Procurement, is responsible for assisting in the procurement processes required for the acquisition of goods and services essential for the operation of the Department. The incumbent will ensure that all procurements are conducted in accordance with the Government of Jamaica procurement guidelines and procedures (Public Procurement Act 2015).

Key Responsibilities

- Prepares tender notices and advertisements;
- Prepares RFQ for goods, general services and minor works;
- Obtains quotations/tenders from appropriately qualified suppliers;
- Represents Procurement Unit at Tender closing and opening exercises as Tender Officer;
- Maintains Procurement records in good order to facilitate audit and other reviews;
- Prepares Quarterly Contracts Award report to be submitted to the Contractor General's Office (QCA Report);
- Maintains a database of all bonds and insurances and ensures that they are current at all times, and takes responsibility for the safe keeping and return of all relevant documents.

Procurement Process Management:

- Prepares and reviews technical specifications in collaboration with stakeholders, refining terms of reference (ToR), and preparing request for proposals (REP) and bidding documents;
- Reviews and evaluates proposals and bids received and assists with the process of engaging consultants and suppliers.
- Prepares and reviews TORs and bidding documents for all required procurement activities;
- Liaises with relevant departments and stakeholders to have RFPs and bidding documents prepared, approved and issued in a timely manner, according to the approved budget;
- Manages the advertising process for procurements, procurement correspondence, bid receipt, and bid opening, in strict accordance within mandated procurement procedures;
- Maintains procurement filing system in a systematic manner.
- Receives, compiles and processes purchase requisition forms for all wards and Departments for the procurement of goods.

Vendor Management:

- Maintains list of vendors and contractors supplying various items and services;
- Liaises with service contractors to ensure that service to office and medical equipment are being affected as agreed;
- Develops and executes measurement tools to accurately gauge vendor's performance (quality delivery time's etc.) and communicates results internally and externally, as necessary;
- Checks invoices to ensure correct price, follows through to ensure that materials ordered have been received, examines the condition of materials received, and recommends invoices for payment;
- Maintains procurement records such as items or services purchased, costs, delivery, product quality or performance and inventories, compiling data on these for internal monthly reports;

- Ensures all completed Purchase Orders are taken to the General Consumption Tax Office to be zero-rated.

Procurement Reporting:

- Monitors and reports the procurement implementation status and progress, as required;
- Follows-up with relevant government agencies to obtain the approval of proposed contract awards in a timely manner;
- Prepares reports of and for procurement meetings;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Integrity
- Excellent oral and written communication skills
- Good interpersonal relations
- Teamwork and co-operation
- Ability to use own initiative
- People management skills
- Good problem-solving and decision-making skills
- Good time management skills

Technical:

- Extensive Knowledge of Government Procurement guidelines and procedures
- Excellent knowledge of contract administration
- Ability to research and evaluate technical proposals and recommend contracts for award
- Knowledge of office management principles, practices and procedures
- Excellent knowledge of Accounting practices as applied to procurement procedures
- Working knowledge of computer applications

Minimum Required Qualification and Experience

- Diploma in Public Administration/Management Studies/Accounting or any other related field;
- Three (3) years' procurement experience, in a similar position.

Special Conditions Associated with the Job

- Pressured working conditions with numerous critical deadlines;
- Long hours of work including weekends and public holidays.

7. Administrative Assistant (GMG/AM 2)

Job Purpose

Reporting to the Director, Customer Service, the Customer Service Administrator is responsible for providing administrative support to the Customer Service Unit (CSU), by conducting basic research, preparing reports, managing correspondences, implementing an effective follow-up system to track and monitor commitments for the Unit, ensuring timeliness and effectiveness in addressing matters, and proactively scheduling meetings/discussions with key stakeholders to complete the Unit's deliverables.

Key Responsibilities

Technical:

- Ensures that all official obligations are met, by arranging meetings, conferences and ensuring that all relevant parties are advised and arrangements are made;
- Monitors matters that have been submitted to the Director's/Customer Service Officers' desks for action, ensuring that they are pursued to completion, and apprise the Director of the results;
- Prepares agendas, attends meetings and ensures that the Minutes are taken, transcribed and distributed, as required;
- Liaises with external Ministries, Departments and Agencies (MDAs) on behalf of the Director, Customer Service;

- Responds to requests, inquiries and complaints from staff, other Units, organizations and the general public; refers persons to the relevant authorities, and follows through on the resolution of issues;
- Proofreads all outgoing reports and correspondence for spelling, grammar, layout appropriateness and making appropriate changes, as necessary;
- Reads and analyses incoming memos, documents and reports to determine their significance, and plan their distribution, as per directives;
- Prepares reports, memos, letters and other documents;
- Prepares responses to correspondence as authorized;
- Researches and analyzes data and prepares draft reports on routine administrative matters or other informational materials required;
- Prepares special and recurring departmental reports by gathering, compiling and typing data from various sources;
- Co-ordinates the flow of paperwork, including periodic and special reports, between the Director, Customer Service office and the various Units;
- Opens, sorts and distributes incoming correspondence, including electronic communications and dispatches outgoing mail;
- Develops and maintains a well-organized filing system that permits easy reference and rapid information retrieval;
- Maintains and monitors the schedule of meetings/events for the Unit;
- Makes travel and accommodation arrangements for staff, as required;
- Receives and screens incoming telephone calls to the Director, Customer Service directing calls, taking messages, and eliciting the necessary information to allow timely and accurate responses where appropriate;
- Receives, greets and directs visitors to the Unit;
- Provides administrative support to AGD's Committee Meetings;
- 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
- Good problem-solving and analytical skills
- Customer focus
- Results focus
- Integrity

Technical:

- Good planning and organizing skills
- Records management skills
- Business writing skills
- Knowledge of Legislation, Policies and Procedures

Minimum Required Education and Experience

- Associate Degree in Business Administration, Management Studies, Administrative Management or related field.

OR

- Certificate in Administrative Management (CAM) Level 2;
- Three (3) years' administrative experience.

Special Condition Associated with the Job

- Pressured working conditions with numerous critical deadlines.

8. Public Procurement Clerk (PIDG/RIM 1)

Job Purpose

Under the general supervision of the Director Procurement, the Procurement Clerk is responsible for providing the necessary support in the issuing of tenders and the pre/post Bidding process.

Key Responsibilities

- Disseminates Tender Documents;
- Represents at Tender Closing and Opening Exercises as Recording Clerk;
- Seals Tender boxes at stipulated deadlines;

- Ensures Tenderers sign Bid Receipt Register;
- Prepares Purchase Orders.

Required Knowledge, Skills and Competencies

- Good oral and written communication skills
- Good interpersonal skills
- Good organizational skills
- Ability to take own initiative and be a self-starter
- Ability to maintain confidentiality
- Competent in MS Excel, MS PowerPoint, MS Word and Report Writing
- Good command of the English language
- High degree of integrity and diplomacy

Minimum Required Qualification and Experience

- Four (4) CXC Subjects including English Language and a numeric subject;
- One (1) year working experience in the related field.

Special Condition Associated with the Job

- Participation in retreats/meetings outside of normal working hours may be required from time to time.

9. Treasury Bearer (LMO/DR 1)

Job Purpose

Reporting to the Office Manager, the Treasury Bearer is responsible for the transportation of official documents and mail in a safe manner, while ensuring that his motor bike is kept clean and mechanically sound. The incumbent is responsible for delivering and collecting mail and other items within the Corporate Area and provides general ancillary support to the Corporate Services Division and the Department in General.

Key Responsibilities

- Assists in the maintenance of the Authority's motor bike;
- Transports small items and packages for official functions and assignments, as required;
- Ensures that mail is delivered to their correct address;
- Maintains proper records of daily assignments in Logbook;
- Ensures efficient operation of the Authority's moto bike and accepts responsibility for same and its accessories;
- Observes vehicular and traffic regulations;
- Uses advanced card issued for purchase of fuel efficiently and returns all receipts to the Supervisor;
- Reports all motor bike defects as soon as observed to the Supervisor and records incidents in Logbook;
- Reports all accidents to the police and to the supervisor and ensures that the correct accident protocol is followed;
- Completes the service and repair records for the motor bike assigned;
- Ensures that the motor bike is properly licensed, insured and Certificates of Fitness is up to date;
- Ensures that goods and services are collected, as necessary;
- 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
- Good analytical thinking skills
- Good decision-making and problem-solving skills
- Integrity
- Result focus

Technical:

- Knowledge of the operations of the Authority's transportation procedures
- Excellent riding skills
- Excellent skills in defensive riding
- Proficiency in basic mechanics
- Ability to exercise good judgment
- Sound knowledge of the GoJ Road Code and policies and procedures in operating a Government vehicle
- Customer and quality focus
- Basic knowledge of motor bike maintenance
- Good knowledge of Transportation Services (motor vehicle/bike)
- Good knowledge of Legislation, Policies and Procedures

Minimum Required Qualification and Experience

- Completed Secondary School Education;
- Must possess a valid motor bike Licence;
- Understanding of Basic Mechanical Operations would be an asset;
- Literate and numerate with certificate (Grade Ten Level);
- Open general Driver's License with PPV;
- Passed required test for operating/driving Government vehicle;
- Training in Hospitality Management ;
- Two (2) years' experience in similar position; (Five (5) years riding; last two (2) years accident-free riding).

Special Condition Associated with the Job

- Maybe required to work outside of normal working hours;
- Lifting and moving of objects;
- Exposure to hazardous chemicals (gas oil etc.);

10. Driver (LMO/DR 1)**Job Purpose**

Reporting to the Office Manager, the Driver is responsible for transporting mail, correspondence, goods, furniture, equipment, staff and other authorized persons. The role also assists with maintaining the operational efficiency of the assigned vehicle.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- ✓ To assist with maintenance and ensure proper usage of assigned vehicle;
- ✓ To transport goods, correspondence, staff, furniture and equipment to various locations.

Key Responsibilities**Technical:**

- Transports staff and authorized persons to various locations, meetings and other engagements, as directed;
- Delivers and collects mail, correspondence, messages, packages, goods, furniture, equipment and other items internally and externally (including private homes);
- Sorts items to be delivered according to delivery route;
- Plans and follows the most efficient routes for delivering items/transporting persons;
- Maintains a daily driving log;
- Loads and unloads vehicle with items, ensuring items are loaded correctly and taking precautions with hazardous and fragile items, in keeping with the Department's Occupational Health and Safety policies and procedures;
- Updates and maintains mail and delivery Logbooks, including obtaining the relevant signatures;
- Ensures the required level of petrol and other fluids at all times, and maintains a log on mileage, petrol and oil usage;
- Ensures the assigned vehicle is cleaned and maintained according to schedule;
- Inspects vehicle for defects and safe operating condition before and after carriage;
- Delivers the assigned vehicle to the garage for routine servicing or repairs, as directed;
- Ensures the motor vehicle records (fitness, registration and insurance) are current and requests renewals;

- Reports any vehicular accidents/defects or mail theft/losses to the police and the Department immediately;
- Participates in the setting up of equipment, as required;
- 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
- Good problem-solving and analytical skills
- Good customer focus skills
- Results focus
- Integrity

Technical:

- Basic knowledge of relevant legislations, policies and procedures
- Good knowledge of Transportation Services (Motor Vehicle / Bike)

Minimum Required Qualification and Experience

- Functionally literate and numerate;
- Successful completion of the Government Driving Test;
- Secondary Education;
- Three (3) years' experience in a similar capacity;
- Basic knowledge of motor vehicle mechanics.

Special Conditions Associated with the Job

- Required to lift and carry light loads;
- Must possess a Valid driver's license;
- Required to stand, walk and bend.

Applications accompanied by résumés should be submitted **no later than Friday, 7th February, 2025 to:**

**Director
Human Resource Management and Development
Accountant General's Department
21 Dominica Drive
Kingston 5**

Email: careers@treasury.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**