



**OFFICE OF THE SERVICES COMMISSIONS**  
LOCAL GOVERNMENT SERVICES COMMISSION  
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING  
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OSC Ref. 310/04<sup>IV</sup>

29<sup>th</sup> April, 2025

**CIRCULAR No. 19/2025**

Applications are invited from suitably qualified Officers to fill the undermentioned vacant posts in the **St. Mary Municipal Corporation**:

1. **Manager, Revenue Collection and Compliance (GMG/SEG 2), salary range \$4,266,270–\$5,737,658 per annum and any allowance(s) attached to the post;**
2. **Licensing and Applications Processing Officer (GMG/AM 4), salary range \$2,803,771– \$3,770,761 per annum and any allowance(s) attached to the post.;**
3. **Records Clerk 1 (PIDG/RIM 1), salary range \$1,439,455–\$1,935,907 per annum and any allowance(s) attached to the post.**

Please see attached, the relevant job posting.

**Applications are to be submitted no later than 16<sup>th</sup> May, 2025 to:**

Secretary  
Local Government Services  
Office of the Services Commissions  
Ministry of Finance and the Public Service Complex  
2<sup>nd</sup> Floor, G Block  
30 National Heroes Circle  
Kingston 4

**Please note that only short-listed applicants will be contacted.**

Yvonne S. Hamilton (Miss)  
Secretary (Actg.)  
Local Government Services  
for Chief Personnel Officer



MINISTRY OF LOCAL GOVERNMENT & COMMUNITY DEVELOPEMENT  
LOCAL AUTHORITY  
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Manager, Revenue Collection and Compliance
JOB GRADE:	GMG/SEG 2
POST NUMBER	
BRANCH:	Revenue & Commercial Services
SECTION:	
REPORTS TO:	Director, Revenue & Commercial Services
MANAGES:	<div>Directly: Senior Collection And Compliance Officer Market Manager Bus/Car Parks Supervisor Car Park Attendant Bus Park Attendant Motor Vehicle Pound Supervisor</div> <div>Indirectly: Collection &amp; Compliance Officer Market Supervisor Market Clerk Sanitation Attendant Car Park Attendant Bus Park Attendant Pound Attendant</div>

This document is validated as an accurate and true description of the job as signified below

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Head of Department/Division

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date received in Human Resource Division

\_\_\_\_\_  
Date

1. STRATEGIC OBJECTIVES OF THE BRANCH:

To manage and drive systems for revenue generation, commercial services, and compliance to enhance the commercial viability of the Local Authority. This involves overseeing the collection of property taxes and various fees such as rentals and applications, the issuing of permits and licenses, developing commercial strategies, identifying new streams of income and engaging in business development initiatives and partnerships with private sector and governmental organizations to foster local economic development.

## 2. JOB PURPOSE

Reporting to the Director, Revenue & Commercial Services, the Manager, Revenue Collection and Compliance is responsible for ensuring revenues such as Property Taxes, General Revenues with which the Council has direct responsibility for realizing are collected and are able to fund the budget prepared for the fiscal year. The incumbent is primarily responsible for ensuring that delinquent payees are compliant in the payment of their taxes and licensing fees in keeping with the laws and Regulations.

## 3. KEY OUTPUTS

- Financial statements reviewed;
- Credit reports reviewed/analysed;
- Collection policies and procedures implemented;
- Payment collection goals and targets established;
- Corporate and Operational Plans developed;
- Standard Operating Procedures developed;
- Staff trained and mentored;
- Budgets prepared for the Unit;
- Technical advice and guidance provided;
- Reports produced (monthly, quarterly, annually etc).

## 4. KEY RESPONSIBILITY AREAS

### Technical/Professional Responsibilities

- Manages the compliance/enforcement process through the development and implementation of strategies to improve the collection of outstanding tax payments under the respective Acts and regulations;
- Ensures the collection of outstanding tax, contacting delinquent clients to arrange collections, reconcile accounts, meeting collections quota assigned and providing timely reports;
- Conducts research, makes recommendations and implements plans to enhance the systems for verifying and collecting revenues from commercial services (markets, parks etc.)
- Performs examinations and inspections in the enforcement of tax laws;

- Administers orders to taxpayers whose business licenses or permits are cancelled/expired; prepares affidavits to document that orders were served;
- Makes on-site inspections of a business entities to determine if it is still operating after cancellation of a license or permit; refers violations to the legal division for further action;
- Sets up and maintains various pay plans for payment of delinquent taxes;
- Ensures adequate controls and tracking systems in place and are functional;
- Key performance indicators (KPIs), are realistic, agreed and support the Division/organization goals;
- Remains informed of any legislative procedural training regarding debt collection, Municipal/Enforcement Laws under the Building Act, Town and Country Planning Act, Nuisance Act, Fire Regulations and Amusement Regulations;
- Oversees and ensures the accurate and timely invoicing of clients;
- Advises the Director on the implementation of the unit programmes;
- Staff members' needs are identified as well as Job Accountabilities and Performance Targets agreed and measured;
- Develops and maintains appropriate partnerships with stakeholder officials;
- Coordinating work across teams under supervision
- Report Key Performance Indicators (KPI's) of efficiency and returns.

#### Management/Administrative Responsibilities

- Contributes to the preparation of the Division's annual strategic objectives and corporate plans based on the Authority's vision and mission;
- Develops Individual Work Plans based on alignment to the overall plan for the section;
- Evaluates on a continuous basis performance against overall unit objectives to ensure that those are achieved;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required;
- Assist in the preparation of presentations in support of the LA operations, monthly/quarterly leadership meetings and committees.

#### Human Resources Responsibilities

- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and discipline;
- Evaluates and monitors the performance of staff in the Section and implements appropriate strategies;
- Coordinates the development of individual work plans and recommends performance targets for the staff assigned;
- Participates in the recruitment and training of staff of the Section;



- Recommends training, promotion and approves leave in accordance with established Human Resource Policies and Procedures;
- Identifies skills/competencies gaps and contributes to the development and succession planning for the division to ensure adequate staff capacity;
- Monitors the performance of staff and facilitates the timely and accurate completion of the staff annual performance appraisals and other periodic reviews;
- Ensures the well - being of staff supervised;
- Effect disciplinary measures in keeping with established guidelines/practices.

#### Other Responsibilities

- Performs all other related duties and functions as may be required from time to time.

### 5. PERFORMANCE STANDARDS

- Objectives of the Revenue Collection and Compliance Unit are achieved within agreed timeframes;
- Agreed revenue collection targets are met within defined timeframes;
- Structured plans created and followed through to achievement of targets;
- Technical advice/guidance and recommendations provided are sound and supported by qualitative/quantitative data;
- Strategic plans/ work plans conform to established procedures and implemented accorded to establish rules;
- Understands and complies with all legislative requirements relating to the position and the Local Authority;
- Systems/practices/procedures developed to manage the day to day operations of the Revenue Collection and Compliance Unit are agreed upon, implemented in a timely manner and accord to agreed standards;
- High compliance with organization policies and procedures as it relates to revenue and operation standards;
- Reports are evidence-based and submitted in a timely manner;
  - Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with staff.

### 6. INTERNAL AND EXTERNAL CONTACTS

Internal Contacts (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Director, Revenue and Commercial Services	<ul style="list-style-type: none"> <li>• Receive directives</li> <li>• To advise and report on policy and operational matters and recommend solutions</li> </ul>
Internal Audit team	<ul style="list-style-type: none"> <li>• To facilitate/provide necessary information for planning or during audits</li> </ul>
Senior/Technical Officers	<ul style="list-style-type: none"> <li>• Give &amp; Receive reports</li> <li>• To discuss strategic plans, operational and Human</li> </ul>

Contact (Title)	Purpose of Communication
	Resource matters. <ul style="list-style-type: none"> <li>• Develop and maintain effective working relationships</li> <li>• Collaborate, exchange information, provide strategic advice, support and feedback</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>• Give advice</li> <li>• Develop and maintain effective work and industrial relation environment</li> <li>• Provide advice/update and exchange information</li> </ul>

External Contacts (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Ministry of Local Government and Community Development	<ul style="list-style-type: none"> <li>• Receive policy directives</li> <li>• Obtain clarification on best practices to inform advice and actions</li> </ul>
Local Government Services Commission	<ul style="list-style-type: none"> <li>• Provide information on human resource administration and development</li> <li>• Receive directives</li> </ul>
Specified MDA's (eg Ministry of Finance)	<ul style="list-style-type: none"> <li>• Receive circulars/orders</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Provide coverage of specified civic events etc</li> <li>• Provide update/public relations</li> </ul>
PDCs, CDGs, NGOs	<ul style="list-style-type: none"> <li>• Engage and receive information for submission to Council</li> </ul>
Inhabitants/General public	<ul style="list-style-type: none"> <li>• Supply information on pertinent issues, receive information/data</li> </ul>

## 7. AUTHORITY

- Determine the budgetary requirements for the Division;
- Approve disbursement of funds from the approved budgetary allocation to the Division;
- Make recommendations to the Director on Revenue Collection and compliance matters;
- Recommend /implement changes to the Division's policies, operating systems and procedures;
- Recommend staff movement and disciplinary action in accordance with established Human Resource Procedures;
- Represent the Director at external meetings;
- Appraise the performance of staff supervised;
- Approve leave benefits.

## 8. REQUIRED COMPETENCIES

### Core

- Excellent interpersonal and team management skills;
- Excellent communication skills;

- Strong analytical and problem-solving skills;
- Strong leadership skills;
- Strong customer relations skills;
- Excellent planning and organizing skills;
- Excellent judgment and decision making skills;
- Ability to influence and motivate others;
- Proficiency in the use of relevant computer applications and software.

#### Technical

- Expert knowledge of the operations of the machinery of local authorities;
- Knowledge of accounting and the calculation of interest;
- Sound knowledge of the best practices and key pieces of legislation underpinning local authorities (eg, Local Governance Act, Local Government Unified Service Act, Parochial Revenue Fund Act);
- Strategic and corporate planning skills;
- The ability to develop organizational best practices/operational guidelines/rules
- Sound knowledge of Government Administration, Financial Accounting and Public Procurement Policies and Guidelines;
- Strong appreciation for organizational change and change management skills
- Good project management skills (from inception to implementation and assessment);
- Well-developed skills in stakeholder engagement;
- Adequate knowledge of the prevailing social, economic, political and environmental issues;
- Excellent human relations, problem solving, research, and policy analysis formulation skills.

#### 9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's degree in management/Business Administration/Public Management/Accounting or closely related discipline;
- Three (3) years progressive work experience in the private or public sector.
- Demonstrates computer skills;
- Supervisory or management experience would be an asset
- Customer service experience and/or knowledge of application processing procedure would be an asset.

#### 10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work requires adequate island-wide travels (e.g., meetings, site visits);
- The work environment requires multi-stakeholder interactions and there requires political sensitivity, objectivity and neutrality at all times;
- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and

meeting tight deadlines which will result in high degrees of pressure and work beyond normal working hours.







**MINISTRY OF LOCAL GOVERNMENT & COMMUNITY DEVELOPEMENT**  
**LOCAL AUTHORITY**  
**JOB DESCRIPTION AND SPECIFICATION**

JOB TITLE:	Licensing and Applications Processing Officer
JOB GRADE:	GMG/AM 4
POST NUMBER	
BRANCH:	Revenue & Commercial Services
SECTION:	
REPORTS TO:	Manager, Licensing and Applications
MANAGES:	N/A

This document is validated as an accurate and true description of the job as signified below

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Head of Department/Division

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date received in Human Resource Division

\_\_\_\_\_  
Date

## 1. STRATEGIC OBJECTIVES OF THE BRANCH:

To manage and drive systems for revenue generation, commercial services, and compliance to enhance the commercial viability of the Local Authority. This involves overseeing the collection of property taxes and various fees such as rentals and applications, the issuing of permits and licenses, developing commercial strategies, identifying new streams of income and engaging in business development initiatives and partnerships with private sector and governmental organizations to foster local economic development.

## 2. JOB PURPOSE

Reporting to the Manager, Licensing and Applications, the Licensing and Applications Processing Officer, is responsible for ensuring the timely processing of all applications and related documents received by the Authority for compliance with respect to the grant/ issuance of a licence, permit or authorization against existing policies, procedures and regulatory requirements. The incumbent will undertake a range of transactions to maintain the integrity of a Licensing of Barbers, Hairdressers, Beauty Therapist, Barber Shops, Beauty Salon and Vendors.

## 3. KEY OUTPUTS

- Letters prepared;
- Reference Interviews conducted;
- Appraisals conducted;
- Recommendations prepared;
- Information provided;
- Statistical Reports prepared;
- Lists prepared Reports produced (monthly, quarterly, annually etc).

## 4. KEY RESPONSIBILITY AREAS

### Technical/Professional Responsibilities

- Reviews application against set criteria to review eligibility;
- Liaises with external bodies integral to the evaluation process to verify information or request;
- Assesses information received to assist in determining if an applicant is 'fit and proper';
- Liaises with applicants for additional information or seek clarity on specific matters;
- Updates client files with reports and additional data received and maintain data integrity by ensuring accurate input;
- Generates report after site inspection report receive and application submitted for consideration for the granting of license;

- Collates reports with recommendations for application approval, rejection or any other action deemed necessary;
- Recommends amendments to documents based on consistent review of forms;
- Prepares letters of approval or refusal or additional information for signature;
- Prepares licenses, permit or authorisation based on approval;
- Adheres to established, relevant policies and procedures of the Authority
- Contributes to the Divisional planning and reporting;
- Participates in workshops, seminars or training exercises critical to increasing knowledge and awareness of internal and external customers;
- Keeps abreast of any legislative procedural training regarding debt collection, Municipal/Enforcement Laws under the Building Act, Town and Country Planning Act, Nuisance Act, Fire Regulations and Amusement Regulations;
- Respond to client queries regarding Licensing process;
- Ensures proper maintenance of client's payment records in accordance with appropriate records management systems;

#### **Management/Administrative Responsibilities**

- Participates in the development of the Division's annual strategic objectives and corporate plans based on the Authority's vision and mission;
- Contributes to the development of the Individual Work Plans based on alignment to the overall plan for the section;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and programme documents as required;
- Assist in the preparation of presentations in support of the LA operations, monthly/quarterly leadership meetings and committees.

#### **Human Resources Responsibilities**

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit and organization's goals.

#### **Other Responsibilities**

- Performs all other related duties and functions as may be required from time to time.

### **5. PERFORMANCE STANDARDS**

- Letters of acknowledgement are prepared in the prescribed format and dispatched within 2 working days of receipt of the application;
- All applications are recorded within 2 days of receipt;
- Applications are forwarded to the director, within 2 days of receipt;
- Reference interviews are conducted within 14 days where necessary;



- Appraisals are in accordance with legal advice;
- Exemptions are justifiable by law;
- Information communicated to applicants on the status of requests is accurate and provided before 30 days;
- Documentation is maintained in a manner to guide government attorneys in the event of an appeal;
- Reports are accurate and produced on a monthly and quarterly;
- Appraisals are fair and produced in the appropriate format.

## 6. INTERNAL AND EXTERNAL CONTACTS

**Internal Contacts** (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Manager, Licensing and Applications	<ul style="list-style-type: none"> <li>• Receive directives</li> <li>• To advise and report on policy and operational matters and recommend solutions</li> </ul>
Senior/Technical Officers	<ul style="list-style-type: none"> <li>• Give &amp; Receive reports</li> <li>• To discuss strategic plans, operational and Human Resource matters.</li> <li>• Develop and maintain effective working relationships</li> <li>• Collaborate, exchange information, provide strategic advice, support and feedback</li> </ul>

**External Contacts** (required for the achievement of the position objectives)

Contact (Title)	Purpose of Communication
Ministry of Local Government and Community Development	<ul style="list-style-type: none"> <li>• Receive policy directives</li> <li>• Obtain clarification on best practices to inform advice and actions</li> </ul>
Local Government Services Commission	<ul style="list-style-type: none"> <li>• Provide information on human resource administration and development</li> <li>• Receive directives</li> </ul>
Specified MDA's (eg Ministry of Finance)	<ul style="list-style-type: none"> <li>• Receive circulars/orders</li> </ul>
Media	<ul style="list-style-type: none"> <li>• Provide coverage of specified civic events etc</li> <li>• Provide update/public relations</li> </ul>
PDCs, CDGs, NGOs	<ul style="list-style-type: none"> <li>• Engage and receive information for submission to Council</li> </ul>
Inhabitants/General public	<ul style="list-style-type: none"> <li>• Supply information on pertinent issues, receive information/data</li> </ul>

## 7. AUTHORITY

- Make recommendations to Manager Collection and compliance matters;
- Represent the Manager at external meetings

## 8. REQUIRED COMPETENCIES

### Core

- Excellent interpersonal and team management skills;
- Excellent communication skills;
- Strong analytical and problem-solving skills;
- Strong leadership skills;
- Strong customer relations skills;
- Excellent planning and organizing skills;
- Excellent judgment and decision making skills;
- Ability to influence and motivate others;
- Proficiency in the use of relevant computer applications and software;

### Technical

- Expert knowledge of the operations of the machinery of local authorities;
- Knowledge of accounting and the calculation of interest
- Sound knowledge of the best practices and key pieces of legislation underpinning local authorities (eg, Local Governance Act, Local Government Unified Service Act, Parochial Revenue Fund Act)
- Strategic and corporate planning skills;
- The ability to develop organizational best practices/operational guidelines/rules;
- Sound knowledge of Government Administration, Financial Accounting and Public Procurement Policies and Guidelines;
- Strong appreciation for organizational change and change management skills;
- Good project management skills (from inception to implementation and assessment);
- Well-developed skills in stakeholder engagement;
- Adequate knowledge of the prevailing social, economic, political and environmental issues;
- Excellent human relations, problem solving, research, and policy analysis formulation skills

## 9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Business Administration or Management or related field
- At least one 1 years' experience in the public or private sector.
- Customer service experience and/or knowledge of application processing procedure would be an asset.

**OR**

- Associate's Degree in Business Administration or Management or related field
- At least three 3 years' experience in the public or private sector.
- Customer service experience and/or knowledge of application processing procedure would be an asset.

#### 10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Work requires adequate island-wide travels (e.g., meetings, site visits);
- The work environment requires multi-stakeholder interactions and there requires political sensitivity, objectivity and neutrality at all times;
- Work will be conducted in an office outfitted with standard office equipment and specialized software. The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure and work beyond normal working hours.



MINISTRY OF LOCAL GOVERNMENT & RURAL DEVELOPEMENT  
LOCAL AUTHORITY  
JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Records Clerk
JOB GRADE:	PIDG/RIM 1
POST NUMBER	
BRANCH:	Corporate Services
SECTION:	Human Resource Management and Administration
REPORTS TO:	Office Manager
MANAGES:	

This document is validated as an accurate and true description of the job as signified below

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Head of Department/Division

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date received in Human Resource Division

\_\_\_\_\_  
Date



## 1. STRATEGIC OBJECTIVES OF THE SECTION:

To provide the Local Authority with support functions of human resource management and administration, documentation management and access to information, general administration, security as well as property management and administration in creating an efficient and effective service delivery organization, with well-trained and customer-focused staff.

## 2. JOB PURPOSE

Reporting to the Office Manager, the Records Clerk will provide administrative support to ensure that all documents are organised and up to date in keeping with the established rules and regulations.

## 3. KEY OUTPUTS

- Mail and other documents are processed and dispatched
- Filing system maintained
- Requests processed
- Record tracking system updated
- Files created
- Records sorted

## 4. KEY RESPONSIBILITY AREAS

- Participates in maintaining a record of the movement of files in and out of the Unit and across the Ministry;
- Sorts and encloses correspondence on the relevant files;
- Participates in the creation of new files;
- Retrieves files of officers as required;
- Participates in the overall operations of the Unit by retrieving data;
- Stores files and track cards after usage;
- Participates in the process of bring-up files ;

### Other Responsibilities

- Performs other related duties as assigned by the Office Manager.

## 5. PERFORMANCE STANDARDS

- Movement of files recorded and maintained in keeping with established guidelines;
- Data and files retrieved in accordance with established guidelines;
- Files created in keeping with established guidelines;

## 6. INTERNAL AND EXTERNAL CONTACTS

#### Internal Contacts

Contact (Title)	Purpose of Communication
Office Manager	<ul style="list-style-type: none"><li>To obtain directives. To provide reports and information</li></ul>
Other staff	<ul style="list-style-type: none"><li>Advise on matters relating to Records Management and Maintenance</li></ul>

#### External Contacts

Contact (Title)	Purpose of Communication
Members of the public	<ul style="list-style-type: none"><li>Retrieve records on request &amp; approval</li></ul>
Bearers	<ul style="list-style-type: none"><li>Collect and dispatch documents</li></ul>

#### 7. AUTHORITY

- Disseminate information upon request

#### 8. REQUIRED COMPETENCIES

- Excellent communication and interpersonal skills
- Excellent customer service skills
- Good writing, analytical and problem solving skills
- Ability to establish and maintain effective working relationships with other employees
- Ability to work in a team environment
- High levels of professionalism and integrity

#### 9. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- 5 CXC's including English Language & Mathematics
- Specialized training in Records Management
- Two (2) years' experience in related field

#### 10. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- The incumbent is exposed to dust when repeatedly retrieving files.
- Physical effort required to:
  - Remove and return files to cabinets
  - Move from Registry to various sections of the office to distribute files and documents
- Required to work beyond normal working hours when it is necessary to meet critical deadlines.

