



Office of the Services Commissions

(Central Government)
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CIRCULAR No. 219 **OSC Ref. C.6555¹⁸**

19th June, 2025

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 be assigned to the following posts in the **Ministry of Industry, Investment and Commerce (MIIC)**:

1. **Director, Office Management and General Services (GMG/SEG 2) - (Vacant) Office Management and General Services Branch**, salary range \$4,266,270 - 5,737,658 per annum.
2. **Customer Care Officer (GMG/AM 3) – (Not Vacant) Office Management and General Services Branch**, salary range \$2,190,302 - 2,945,712 per annum.

1. **Director, Office Management and General Services (GMG/SEG 2)**

Job Purpose

Under the supervision of the Director, Corporate Services, the Director, Office Management and General Services plans, directs and manages staff engaged in office management support activities by analyzing, improving and implementing administrative systems.

Key Responsibilities

Administrative/Management:

- Manages and directs staff activities to provide timely administrative services to other Departments in the Ministry;
- Co-ordinates and monitors subordinate programmes and projects to attain the goals and objectives of the Unit;
- Serves on committees and task forces to provide input and exchange information;
- Attends meetings or conferences to obtain or disseminate information regarding issues and programmes relating to the Unit's work;
- Represents the Unit at government hosted functions to present evidence or information;
- Participates in the corporate and operational planning process of the Ministry;
- Develops policies and procedures to outline the responsibilities of the Unit's staff;
- Tracks time-sensitive events to meet deadlines;
- Directs procurement, office management, fleet and transport management, building maintenance, asset management and security tasks and functions;
- Prepares monthly, quarterly and annual reports, as required, internally and externally.

Technical/Professional:

- Ensures the development and implementation of a fleet management policy;
- Ensures the monitoring of technical teams engaged in the upgrading of existing building and the construction of new office facilities, the servicing and maintenance of equipment, ensuring satisfactory completion of projects;
- Ensures the development and periodical review of the Ministry's programme for physical facilities and procurement of goods and services;
- Analyzes documents tendered by companies for the supply of goods and/or services in consultation with technical experts, and prepares recommendation;
- Ensures the preparation of Bid Documents for agreed procurement, and requests quotations according to GOJ guidelines;
- Reviews and oversees contracts, agreements and/or leases to ensure service is in compliance with the contract and government regulations;
- Monitors and approves the expenditure of funds, both appropriated and non-appropriated, to ensure compliance with proper financial procedures;
- Makes presentation to the Procurement Committee and prepares submission to the Financial Secretary, Government's Contract Committee and the Cabinet;

- Negotiates the terms and conditions of proposed service contracts to guarantee value for money;
- Examines and approves payments generated for goods and/or services, to ensure that payments fall within the limits of the budgetary allocation;
- Liaises with contractors/suppliers in resolving discrepancies on a timely basis.

Human Resource:

- Manages the welfare and development of staff in the section through the implementation of the performance management system;
- Directs/supervises the work of staff, and ensures that duties are performed efficiently and effectively;
- Provides leadership to staff through effective object setting, delegation and communication;
- Identifies training and development needs of employees, and ensures that they are adequately addressed;
- Participates in the recruitment and selection of staff for the Department;
- Ensures that staff are aware of and adheres to the policies, procedures and guidelines governing the operations of the Ministry and the public service;
- Recommends/administers disciplinary actions in keeping with established human resource policies and guidelines;
- Establishes and maintains systems to foster a culture of service and teamwork within the Department;
- Trains staff in Tender and Contract Management process and other pertinent aspects of the job;
- 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
- Teamwork and co-operation
- Integrity
- Compliance
- Adaptability
- Good social skills
- Ability to use own initiative
- Good technical skills
- Good interpersonal skills
- Good planning and organizing skills

Technical:

- Good financial business acumen
- Strategic vision
- Analytical thinking skills
- People management skills
- Managing external relationships

Minimum Required Qualification and Experience

- B.Sc. in Management Studies/Public Administration or equivalent from a recognized tertiary institution;
- Five (5) years' experience in a related field including preparation of Bid/Contract Documents.

2. Customer Care Officer (GMG/AM 3)

Job Purpose

Under the supervision of the Director, Office Management and General Services, the Customer Care Officer is responsible for assisting the general public in all aspects of their interaction with the Ministry, with the objective of achieving the mandate of the Ministry. The incumbent will also manage customer inquiries and complaints and interact with customers to provide and process information.

Key Responsibilities

Technical/Professional:

- Serves as liaison between Divisions/Units and the customers;
- Responds to customer requests/enquiries;
- Directs requests/enquiries to appropriate staff;
- Deals with customer enquiries or complaints by phone, post, email or direct interaction;
- Follows-up on customer enquiries not immediately resolved;
- Provides customers with product and service information;
- Maintains portfolio of the MDA's products and services;
- Maintains portfolio of the business processes of all services of the MDA and its Agencies;
- Maintains database on key customers of the MDA and tracks customers interface with the MDA;
- Foresees possible delays or complications, and plans strategies to avoid or minimize them;
- Analyzes situations to determine the best use of resources;
- Records details of issues and action taken;
- Collaborates with the Corporate and Public Relations Unit, updates relevant Notice Boards and the Libraries with information relevant to the customers;
- Identifies, researches and resolves customer issues using the computer system;
- Recommends new systems, procedures or working practices to improve Customer Service efficiency;
- Recognizes documents and alerts the relevant staff of trends in customer calls;
- Completes call logs and reports;
- Collates information and prepares Monthly/Quarterly and Annual Reports;
- Maintains a log of customers complaints and queries;
- Communicates with internal Divisions on Customer Service issues;
- Maintains the right style and matches customer pace;
- Participates in Quarterly Meetings of the Intra-Ministerial Customer Service Team and prepares relevant Minutes and reports;
- 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 interpersonal skills
- Customer and quality focus
- Good planning and organizing skills
- Teamwork and co-operation
- Tact and diplomacy
- Ability to manage the client interface

Technical:

- Database entry skills
- Report Writing skills
- Proficiency in relevant software applications
- Knowledge of the Ministry's policies and procedures
- Knowledge of GOJ Customer Service policies and procedures
- Knowledge of Customer Service principles and practices

Minimum Required Qualification and Experience

- Diploma in Management Studies, Public Administration, Personnel Management, Business Administration;
- Two (2) years' experience in Customer Service or performing related functions.

Applications accompanied by résumés should be submitted **no later than Wednesday, 2nd July, 2025 to:**

**Director, Human Resource Management and Development
Ministry of Industry, Investment and Commerce
4 St. Lucia Avenue
Kingston 5**

Email: hrm@miic.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.

A handwritten signature in black ink, appearing to read 'Desreen Smith', with a stylized flourish at the end.

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