



## Office of the Services Commissions

(Central Government)

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### **CIRCULAR No. 341** **OSC Ref. C. 4664<sup>18</sup>**

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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/be assigned to the following posts in the **Accountant General's Department (AGD)**:

1. **Director, Monitoring and Evaluation (GMG/SEG 3) (Vacant) - Treasury Systems Division**, salary range \$5,198,035 - \$6,990,779 per annum.
2. **Assistant Registrar (PIDG/RIM 5) (Vacant) - Information Technology Unit**, salary range \$3,501,526 - \$4,709,163 per annum.
3. **Human Resource Development Officer (GMG/AM 4) - (Temporary post for 3 years) - Human Resources Management and Development Corporate Services Division**, salary range \$2,803,771 - \$3,770,761 per annum.
4. **Executive Secretary 1 (OPS/SS 4) (Vacant) - Corporate Services Division**, salary range \$2,190,302 - \$2,945,712 per annum.
5. **Customer Relations Officer (GMG/AM 3) – (2 posts) – (Temporary posts for 3 years) - Corporate Services Division**, salary range \$2,190,302 - \$2,945,712 per annum.
6. **Payments Officer (FMG/AT 3) (Vacant) - Finance and Accounts Unit, Corporate Services Division**, salary range \$2,190,302 - \$2,945,712 per annum.
7. **Bank Reconciliation (FMG/AT 2) (Not Vacant) - Finance and Accounts Unit, Corporate Services Division**, salary range \$1,711,060 - \$2,301,186 per annum.
8. **Senior Secretary (OPS/SS 3) (Vacant) - Information Technology Division**, salary range \$1,711,060 - \$2,301,186 per annum.
9. **Senior Secretary (OPS/SS 3) (Vacant) - Executive Suite**, salary range \$1,711,060 - \$2,301,186 per annum.
10. **Senior Secretary (OPS/SS 3) (Vacant) - Government Accounting and Reporting Division**, salary range \$1,711,060 - \$2,301,186 per annum.
11. **Driver 1 (LMO/DR 1) (Vacant) - Corporate Services Division**, salary range \$22,720 – \$30,556 per week.

#### **1. Director, Monitoring and Evaluation (GMG/SEG 3)**

##### **Job Purpose**

Under the general direction of the Senior Director Treasury Systems, the Director Monitoring and Evaluation provides organizational leadership in the development and maintenance of an effective monitoring and evaluation framework. The incumbent is expected to focus on the Central Treasury Management Systems (CTMS) environment issues that may be affecting implementation success throughout the MDAs. This includes Public Financial Management related policies, used for CTMS tools, other Treasury Financial Systems and initiatives and projects initiated by the Treasury.

##### **Key Responsibilities**

###### ***Technical***

- Contributes to the collaborative process with Divisional Heads to
- improve, develop and implement GOJ Treasury Systems;
- Leads, designs and implements efficient organizational performance measurement systems that facilitates accurate, reliable information collection, analysis and reporting;

- Develops overall organizational performance measurement framework, linking conceptual models to programme monitoring and evaluation and identifying strategies and models for replication;
- Facilitates timely monitoring and measurement of changes in programme conditions that are taken into consideration in planning, assessing impact and reporting on progress;
- Reviews monthly rating reports from the monitoring and evaluation team and liaises with the accountable MDAs to ascertain the nature of the issues - financial systems or accounting related and provide the necessary recommendations;
- Develops and implements specialized support plan to assist MDAs in overcoming systemic challenges;
- Guides the process of ensuring that entities' performance is systematically monitored and data on key indicators are collected, analyzed and reported;
- Leads in the capacity development of the team through training and technical assistance so as to ensure accurate data collection and reporting;
- Leads the monitoring and evaluation activities throughout the MDAs;
- Develops and implements the M&E framework and strategies;
- Facilitates the documenting of findings and recommendations arising from M&E activities and follow through to ensure that these recommendations are implemented;
- Co-ordinates effective dissemination of findings, conclusions, recommendations arising from monitoring and evaluation activities, to intended audience, with a view to improving the programme design policy and strategy and contributing to wider learning;
- Provides recommendations for modifications to enhance the GFMS software and assists with testing the new or modified functions as well as conducts user- acceptance testing;
- Develops and implements compliance framework as a means of ensuring that GoJ financial management policies and procedures are properly interpreted and implemented;
- Participates in the organization's strategic planning process, specifically regarding programme planning;
- Collaborates with IT to review and modify, if necessary, current data and reporting systems;
- Participates in the implementation of special projects.

### **Management/Administrative**

- Plans, organizes and directs the work of the Branch,
- Supports the Principal Director in the development of the Branch's component of the Corporate and Operational Plans and Work Plans and Budgets, and monitoring the Branch's achievement against them;
- Represents the organization at conferences, symposiums/seminars/ workshops and meetings;
- Conducts periodic reviews of supervisees in accordance with Work Plans;
- Conducts final assessment of supervisees based on performance assessment criteria and prepares performance report;
- Develops and manages the performance of the Branch and its staff, including transferring skills, motivating staff, setting performance targets, monitoring performance, providing feedback to staff, and arranging for training;
- Ensures that the that supervisees have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Coordinates and supervises the activities of supervisees to ensure completion of assignments as well as compliance with established systems and procedures;
- Utilizes management tools such as succession planning/training, job rotation and job enrichment to motivate and empower employees;
- Conducts regular staff meetings and ad-hoc meetings, as necessary to discuss job scheduling and any other issues/problems that impact the Branch so as to provide solutions to achieve objectives;
- Maintains effective working relationships with external and internal stakeholders and clients, ensuring that the Branch provides a consistently high level of service to them.

### **Required Knowledge, Skills and Competencies**

#### **Core**

- Strategic Management - Possess the ability to plan and set realistic objectives and develop a course of action to manage and achieve organization's goals
- Leadership - Excellent leadership and people management skills
- People Management - Possess the ability to select, and develop employees through training, mentoring and job rotation.
- Problem Solving and Analysis – Possess the ability to identify and analyse work related problems and generate innovative or appropriate solutions
- Communication – Possess excellent written and oral communication skills
- Initiative – Ability to exercise initiative and sound judgment

- Integrity – Possess the ability to act within guidelines, honesty, conduct business transactions, and treat these in a confidential manner.
- Interpersonal Skills – Possess the ability to interact co-operatively with others and to build long term internal and external relationships; extensive network of professional contacts in government
- Time Management – Superior time management skills with respect to setting priorities and managing multiple workflows against tight deadlines

### ***Technical***

- Sound knowledge of the GoJ planning and policy setting process;
- Thorough knowledge of project management;
- Experience in strategic planning approaches, including the logical framework approach;
- Experience in conception and management of information
- Management systems, M&E methods and approaches, planning and implementation of monitoring systems, and training for M&E development and implementation;
- Extensive experience in Government accounting and fiscal operations.
- Working knowledge in human resource management practices;
- Strong research and analytical skills
- Sound knowledge of computer applications
- Possess excellent written and oral communication skills
- Possess and exercise high integrity and ethical standards
- High attention to detail/ focus

### **Minimum Required Qualification and Experience**

- Bachelor's Degree in Business Administration, Computer Science or Information Systems or equivalent qualification;
- Five (5) years' experience in a similar role, including two (2) years at a management level

### **Special Condition Associated with the Job**

- Working under pressure with numerous critical deadlines
- Managing multiple complex assignments
- Required to work beyond normal working hours
- May be required to travel both locally and overseas on official work related business
- Frequent meetings

## **2. Assistant Registrar (PIDG/RIM 5)**

### **Job Purpose**

Reporting to the Registrar, the Assistant Registrar - Records and ensures effective records management, including provision of library and research services and maintenance of the Treasury Library and its collections. Also ensure that materials are current and accessible, and available to Library users, when required. The incumbent manages the systematic control of the Treasury's records throughout their life cycle, ensuring that records are accurate, effectively recreate their context, are easily accessible, available for years in the future, and can be destroyed routinely when no longer needed, in order to support the day to day operations of the Treasury, and decision making, as well as meet statutory, legal and fiscal requirements, and stakeholder expectations.

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

- To design, set up, maintain, review and document the AGD's Records Management Systems;
- To identify the most appropriate records management resources;
- To advise on, and implement new Records Management policies and classification systems;
- To provide a policy framework to guide staff in the management of their records and use of the AGD's Records System;
- To manage the Records Management and Treasury information services to incorporate the use of cutting edge technology and automated direct access services;
- To establish and maintain the Treasury Library and its collections, and provide library and research services;
- To ensure the fast, accurate and reliable access to records and the timely destruction of redundant information;
- To ensure business continuity in the event of a disaster;

- To ensure that the Treasury records are stored in a secure environment , and securely maintained to prevent unauthorised access, alteration, damage or removal;
- To ensure the compliance of the AGD's Records Management policies, processes and procedures with legislative and regulatory requirements, particularly as laid down by the Access to Information Act and other relevant regulations and legislation;
- To ensure that the Records Management System protects the interest of employees, clients and other stakeholders.

## **Key Responsibilities**

### ***Technical***

- Participates in the development and manages the implementation of short-term and long-term records and documents management strategy, policy and procedures;
- Participates in the development, tracking, optimizing and enforcing of short-term and long-term records and document management budgets, including for library services;
- Manages the provision of technical guidance to all stakeholders;
- Participates in the formation of the AGD's Records Management policy and procedures to include the provision of library services;
- Develops and implements a Customer Service Charter and SLA's for the Unit;
- Manages the day to day operations of the unit to ensure records including library content, are readily available when needed and sufficient in content, context and structure to reconstruct the relevant activities and transactions that they represent and are compliant with Records Management policies and procedures, SLA's and Customer Charter;
- Manages the integration of records management with the customer service platform to serve the AGD and its stakeholders in every aspect utilizing web enabled security controlled access portals, popular social media interfaces and mobile friendly applications/platforms
- Participates in the selection and manages the implementation of automated Records Management System using cutting edge technology and incorporating industry best practice and security level access distinctions;
- Manages the implementation of the change over from paper based to electronic automated Records Management System;
- Participates in the development and manages the implementation of automated retention and disposal schedules, using the Records Management System;
- Manages the categorisation and codification process for all records to be maintained;
- Manages the archival process to ensure that documents and other material of historical significance and importance are preserved and made accessible through available technology in digital format;
- Manages the availability and accessibility of reference materials, to include Government gazettes, reports, journals, encyclopaedias, dictionaries, textbooks etc.
- Manages the provision of daily newspapers, news magazines, journals to members of staff and public, catalogue and classification;
- Ensures electronic records, changes and additions are identifiable through audit trails;
- Manages records to ensure that they comply with any record keeping requirements resulting from legislation, audit rules and other relevant regulations;
- Manages records to meet the specific purposes for which they are maintained by identifying and linking records to the business process to which they are related;
- Manages records to ensure that they are securely maintained to prevent unauthorised access, alteration, damage or removal – that they are stored in a secure environment, the degree of security reflecting the sensitivity and importance of the contents; and that, where records are migrated across changes in technology, the evidence preserved remain authentic and accurate;
- Keep current with emerging records management trends, and current dominant technologies in records management;
- Produce reports, as required.

### ***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;
- Assists with the preparation of the Department's annual Strategic Plan and Budget, and supports the Registrar and the Deputy AG Information and Technology to deliver the Division's Operational Plan in an accurate and timely manner;
- Assists with the establishment of internal control processes required to manage and grow the Division;
- Deputizes for the Records and Information Manager, as and when required.

### ***As Unit Head***

- Leads in the smooth and efficient operation of the Unit through the management of daily operations;
- Prepares and monitors the Unit's Operational Plan and Budget ensuring the work of the Unit is carried out according to plan, and agreed targets achieved;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans for the Unit;
- Establishes internal control processes required to manage and grow the Unit.

#### ***Human Resource Management***

- Plans, organizes and directs the work of the Unit by overseeing the development of performance targets for the Unit and staff, based on the Corporate and Divisional Strategic Plans;
- Ensures that the Unit's 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 for the Unit;
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource policies and procedures;
- Identifies competency gaps and collaborates with the Manager Training and Development 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 Unit's Staff are clearly identified and addressed.
- Any other related duty that may be assigned from time to time.

### **Required Knowledge, Skills and Competencies**

#### **Core Competencies**

- Oral and written communication skills
- Problem solving and analytical skills
- Customer focus
- Results focus
- Integrity

#### **Technical Competencies**

- Records and Information Management skills
- Knowledge of Legislations, Policies and Procedures

### **Minimum Required Qualification and Experience**

#### **a. Qualification and Training**

##### ***Essential:***

- A Bachelor's Degree in Library, Archival Studies or Social Science from a recognized Institution.

**OR**

- Any other combination of training and experience that would yield the necessary skills needed at this level.

##### ***Desirable:***

- Certificate/Diploma in Records Management from a recognized Institution.
- Formal training in Records Management, Archival Procedures and Information Systems, Procedures and Practices and automated technologies as it relates to Records Management.

#### **b. Essential Experience and Knowledge**

- At least 5 years' related experience with at least 3 years in a supervisory capacity.
- Knowledge of the various guiding Acts and Regulations including the Access to Information Act.
- Experience with automated and IT enabled records management, and computer information management systems.

### **Special Conditions Associated with the Job**

- **Physical Demands** – May be required to do some amount of lifting, bending, stooping and walking; and pressured working conditions with numerous critical deadlines.
- **Work Environment** - Normal office conditions but may be exposed to some amount of dust.

### **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 two (2) years in a similar or related capacity.

## **4. Executive Secretary 1 (OPS/SS 4)**

### **Job Purpose**

Reporting to the Senior Director, Corporate Services, the Executive Secretary is responsible for providing high-level administrative support to the Senior Director and the Division, by conducting

research, preparing reports, handling information requests, and preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.

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

- To conduct research, prepare reports, and fulfill information requests.
- To perform administrative functions including scheduling of meetings and appointments.
- To co-ordinate the maintenance of stationery supplies and office equipment.
- To co-ordinate reports from the reporting Units.

**Key Responsibilities**

***Technical:***

- Reads and analyses incoming memoranda, submissions and reports in order to determine their significance and plan their distribution;
- Opens, sorts, and distributes incoming correspondence, including facsimile and email;
- Answers the telephone, screens callers, and takes and relays messages;
- Receives, greets and directs visitors;
- Prepares responses to correspondence containing routine inquiries;
- Arranges for the dispatch of outgoing mail;
- Orders and manages office supplies for the office of the Senior Director, and the Division, and maintains all associated records;
- Responds to requests, inquiries and complaints from staff, other Departments, Organizations and the general public; refers persons to the relevant authorities as deemed necessary, and follows through on the resolution of issues;
- Prepares reports, memoranda, letters, and other documents, using word processing, spread sheet, database, and/or presentation software;
- Maintains Records Management Systems, including filing, retrieval, retention, storage, compilation, coding, updating and destruction of corporate documents, reports and other records;
- Liaises with the Executive Secretary to the Accountant General and manages and maintains the Senior Director's schedule;
- Prepares agendas and makes arrangements for committee, and other meetings attended by the Senior Director;
- Assists in the organization of events and activities by scheduling rooms, issuing information, and coordinating speakers/participants;
- Makes travel and accommodation arrangements for the Senior Director;
- Researches and analyses data and prepares draft reports on routine administrative matters or other informational materials required;
- Prepares special and recurring divisional reports by gathering, compiling and typing data from various sources;
- Coordinates the flow of paperwork, including periodic and special reports between the Senior Director's office, the AG's Office, and the various Divisions;
- Attends meetings in order to record Minutes;
- Transcribes, compiles and distributes Minutes of meetings;
- Assists with the preparation of the Division's annual Budget and Strategic Plan;
- Sets up and oversees administrative policies and procedures for the office of the Senior Director and the Division;
- Assists in the smooth and efficient operation of the Division through the management of daily administrative operations;
- Reviews administrative operating practices and procedures in order to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditure;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans;
- Establishes and maintains internal control processes;
- Deputizes for the Executive Secretary for the Accountant General in her absence;
- Provides administrative support to AGD's committee meetings;
- Any other related duty that may be assigned from time to time.

**Required Knowledge, Skills and Competencies**

***Core***

- Oral and written communication skills
- Problem solving and analytical skills
- Customer focus

- Results focus
- Integrity

**Technical**

- Planning and organizing skills
- Records Management
- Business Writing
- Knowledge of Legislation, Policies and Procedures
- Knowledge of Corporate Services operations in the Public Sector

**Minimum Required Qualification and Experience**

- CXC or GCE 'O' Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus seven (7) years' general office experience.

**OR**

- Graduated from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus seven (7) years' general office experience.

**OR**

- Successful completion of the Certified Professional Secretary course; proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE O'Level; training in the use of a variety of software applications and seven (7) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

- At least one - two (1-2) years' working experience with Executive Management.

**Special Condition Associated with the Job**

- Pressured working conditions with numerous critical deadlines.

**5. Customer Relations Officer (GMG/AM 3) - (2 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.

## **6. 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.

## **7. Bank Reconciliation Officer (FMG/AT 2)**

### **Job Purpose**

The Bank Reconciliation Officer is responsible for the reconciliation of all bank accounts managed by the Finance and Accounts Unit.

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

- To reconcile all bank accounts that are managed by the Unit for the prompt detection and correction of any discrepancies;
- To prepare and submit monthly reconciliation reports for all accounts.

### **Key Responsibilities**

#### ***Technical***

- Obtains statements from the respective Banks for verification;
- Reconciles bank statement balances against cash book balances for the various bank accounts;
- Ensures that entries on the bank statements correspond with the Department's records;
- Monitors the bank accounts with a view to identifying over-charges and/or any other discrepancies;
- Ensures that all legitimate charges made by the Bank based on transactions are brought to account;
- Drafts letter to the Bank requesting adjustment of amounts erroneously charged to the account;
- Posts information from bank statements to the Financial Management Information System (FINMAN);
- Certifies Journal/Payment Vouchers;
- Maintains appropriate files, reports, documentation and data;
- Maintains regular contact with internal and external customers;
- Ensures follow-up action, as and when necessary;
- Prepares monthly reconciliation for all bank accounts.
- Any other related duty that may be assigned from time to time

### **Required Knowledge, Skills and Competencies**

- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions.
- **Attention to detail**
- **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.
- **Collaboration and Team Work:** The ability to be collaborative, and an inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals.

- **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.
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organizational performance.
- **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.
- **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.
- **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.
- **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.
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on-ones face-to-face, with excellent public speaking skills.
- Ability to work effectively under pressure.
- 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 Orders and the FAA Act.
- Knowledge of International Public Sector Accounting Standards (IPSAS).

#### **Minimum Required Qualification and Experience**

- AAT Level 2; ACCA-CAT Level B/Level 2; NVQJ Level 2, Accounting; Certificate in Accounting from an accredited University;
- Completion of second year of the BSc. Degree in Accounting/Management Studies with Accounting or BBA Degree at an accredited University;
- ASc. Degree in Business Studies/ Business Administration/Management Studies; ASc. Degree in Accounting from the Management Institute for National Development (MIND); or Certificate in Government Accounting Level 2.
- At least 2 years of experience in Accounting in a similar capacity;

#### **Special Conditions Associated with the Job**

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

### **8. Senior Secretary (OPS/SS 3) - Information Technology Division**

#### **Job Purpose**

The Senior Secretary is responsible for providing secretarial and clerical support to the Senior Director – Information & Technology by conducting basic research, preparing reports, handling information requests, and performing functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.

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

- To prepare reports and fulfill information requests.
- To carry out secretarial and clerical functions including correspondence, scheduling of meetings and appointments.

#### **Key Responsibilities**

##### ***Technical:***

- Reads and analyses incoming memoranda, submissions and reports in order to determine their significance and plan their distribution as per directives;
- Opens, sorts, and distributes incoming correspondence, including facsimile and email;
- Answers the telephone, screens callers, and takes and relays messages;
- Receives, greets and directs visitors to the Unit;
- Prepares responses to correspondence for which authorized;
- Dispatches outgoing mail;
- Responds to requests, inquiries and complaints from staff, other divisions, organizations and the general public; refers persons to the relevant authorities, and follows through on the resolution of issues;
- Prepares reports, memos, letters, and other documents, using word processing, spread sheet, database, and/or presentation software;
- Files and retrieves documents, reports, and other records;
- Maintains and monitors the schedule of meetings/events for the division;
- Prepares agendas and makes arrangements for committee, and other meetings attended by the senior Divisional staff, as required;
- Assists in the organization of events and activities by scheduling rooms, issuing information, and coordinating speakers/participants;
- Makes travel and accommodation arrangements for senior divisional staff, as required;
- Researches and analyses 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;
- Coordinates the flow of paperwork, including periodic and special reports between the Senior Director's office and the various units;
- Attends meetings in order to record Minutes;
- Compiles, transcribes and distributes Minutes of meetings;
- Provides administrative support to AGD's committee meetings;
- Any other related duty that may be assigned from time to time.

### **Required Knowledge, Skills and Competencies**

#### **Core:**

- Oral and written communication skills
- Problem solving and analytical skills
- Customer focus
- Results focus
- Integrity

#### **Technical:**

- Planning and organizing skills
- Records management
- Business writing
- Knowledge of legislation, policies and procedures

### **Minimum Required Education and Experience**

- CXC or GCE 'O'Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus four to five (4-5) years' general office experience;  
**OR**
- Graduated from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE 'O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus four to five (4-5) years' general office experience;  
**OR**
- Successful completion of the Certified Professional Secretary course; proficient in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE 'O'Level; training in the use of a variety of software applications and four to five (4-5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

**Special Condition Associated with the Job**

- Pressured working conditions with numerous critical deadlines.

**9. Senior Secretary (OPS/SS 3) - Executive Suite****Job Purpose**

The Senior Secretary is responsible for providing secretarial and clerical support to the Director Strategic Planning, Performance Monitoring and Evaluation. The incumbent conducts basic research, prepares reports, handles information requests, receives visitors, arranges calls, and schedules meetings.

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

- To prepare reports, and fulfill information requests.
- To carry out secretarial and clerical functions including correspondence, scheduling of meetings and appointments.

**Key Responsibilities*****Technical***

- Reads and analyses incoming memos, submissions and reports in order to determine their significance and plan their distribution as per directives;
- Opens, sorts, and distributes incoming correspondence, including facsimile and email;
- Answers the telephone, screens callers, and takes and relays messages;
- Receives, greets and directs visitors to the Division;
- Dispatches outgoing mail;
- Responds to requests, inquiries and complaints from staff, other divisions, organizations and the general public; refers persons to the relevant authorities, and follows through on the resolution of issues;
- Prepares reports, memos, letters, correspondence and other documents, using word processing, spread sheet, database, and/or presentation software;
- Files and retrieves documents, reports, and other records;
- Maintains and monitors the schedule of meetings/events for the division;
- Prepares agendas and makes arrangements for committee, and other meetings attended by the senior Divisional staff, as required;
- Assists in the organization of events and activities by scheduling rooms, issuing information, and co-ordinating speakers/participants;
- Makes travel and accommodation arrangements for Director as required;
- Researches and analyses 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 Accountant General's office and the various Divisions;
- Attends meetings in order to record Minutes;
- Compiles, transcribes and distributes Minutes of meetings;
- Deputizes for Executive Secretaries in their absence;
- Provides administrative support to AGD's committee meetings;
- Any other related duty that may be assigned from time to time.

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

- Oral and written communication skills
- Problem solving and analytical skills
- Customer focus
- Results focus
- Integrity

***Technical***

- Planning and organizing skills
- Records management

- Business writing
- Knowledge of legislation, policies and procedures

### **Minimum Required Qualification and Experience**

- CXC or GCE 'O'Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus four to five (4-5) years' general office experience;  
**OR**
- Graduated from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE 'O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus four to five (4-5) years' general office experience;  
**OR**
- Successful completion of the Certified Professional Secretary course; proficient in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE 'O'Level; training in the use of a variety of software applications and four to five (4-5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

### **Special Condition Associated with the Job**

- Pressured working conditions with numerous critical deadlines

## **10. Senior Secretary (OPS/SS 3) - Government Accounting and Reporting Division**

### **Job Purpose**

Reporting to the Assistant Accountant General – Banking Arrangement & Government Shareholding as well as the Director, Government Banking Relations the Senior Secretary is responsible for providing secretarial and clerical assistance by conducting basic research, preparing reports, handling information requests, and performing functions such as preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.

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

- To conduct research, prepare reports, and fulfill information requests;
- To perform administrative functions including scheduling of meetings and appointments;
- To co-ordinate the maintenance of stationery supplies and office equipment;
- To co-ordinate reports from the reporting Units.

### **Key Responsibilities**

#### ***Technical***

- Reads and analyses incoming memoranda, submissions and reports in order to determine their significance and plan their distribution;
- Opens, sorts, and distributes incoming correspondence, including and email;
- Answers the telephone, screens callers, and takes and relays messages;
- Receives, greets and directs visitors;
- Prepares responses to correspondence containing routine inquiries;
- Arranges for the dispatch of outgoing mail;
- Orders and manages office supplies for the office of the Assistant Accountant General Banking Arrangement & Government Shareholding as well as the Director Government Banking Relations;
- Responds to requests, inquiries and complaints from staff, other departments, organizations and the general public; refers persons to the relevant authorities as deemed necessary, and follows through on the resolution of issues;
- Prepares reports, memoranda, letters, and other documents, using word processing, spread sheet, database, and/or presentation software;

- Maintains records management systems, including filing, retrieval, retention, storage, compilation, coding, updating and destruction of corporate documents, reports and other records;
- Prepares agendas and makes arrangements for committee, and other meetings attended by the Assistant Accountant General Banking Arrangement & Government Shareholding as well as the Director, Government Banking Relations;
- Assists in the organization of events and activities by scheduling rooms, issuing information, and coordinating speakers/participants;
- Researches and analyses data and prepare draft reports on routine administrative matters or other informational materials required;
- Prepares special and recurring divisional reports by gathering, compiling and typing data from various sources;
- Coordinates the flow of paperwork, including periodic and special reports between the Assistant Accountant General, Banking Arrangement & Government Shareholding as well as the Dir. Government Banking Relations;
- Attends meetings in order to record Minutes;
- Transcribes, compiles, and distributes Minutes of meetings;
- Sets up and oversees administrative policies and procedures for the offices of the Assistant Accountant General -Banking Arrangement & Government Shareholding as well as the Director, Government Banking Relations;
- Assists in the smooth and efficient operation of the Division through the management of daily administrative operations;
- Reviews administrative operating practices and procedures in order to determine whether improvements can be made in areas such as workflow, reporting procedures, or expenditure;
- Establishes and implements systems for reporting of work done against stated and agreed work plans;
- Establishes and maintains internal control processes;
- Provides administrative support to AGD's committee meeting;
- Any other related duty that may be assigned from time to time.

### **Required Knowledge, Skills and Competencies**

#### **Core**

- Oral and written communication skills
- Problem solving and analytical skills
- Customer focus
- Results focus
- Integrity

#### **Technical**

- Planning and organizing skills
- Records management
- Business writing
- Knowledge of legislation, policies and procedures

### **Minimum Required Qualification and Experience**

- CXC or GCE 'O'Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus four to five (4-5) years' general office experience;  
**OR**
- Graduated from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE 'O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus four to five (4-5) years' general office experience;  
**OR**
- Successful completion of the Certified Professional Secretary course; proficient in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE 'O'Level; training in the use of a variety of software applications and four to five (4-5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

### **Special Condition Associated with the Job**

- Pressured working conditions with numerous critical deadlines

## **11. 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 log books, 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 according to schedule and maintained;
- 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;
- Participate in the setting up of equipment, as required;
- Any other duties assigned.

### **Required Knowledge, Skills and Competencies**

#### ***Core:***

- Good oral and written communication
- 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.

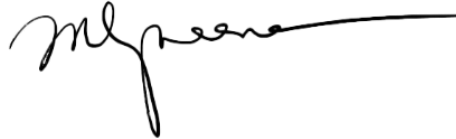
Applications accompanied by résumés should be submitted **no later than Friday, 28<sup>th</sup> November, 2025 to:**

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

Email: [careers@treasury.gov.jm](mailto: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.**



**M. Greene (Mrs.)  
for Chief Personnel Officer (acting)**