



Office of the Services Commissions

(Central Government)

Ministry of Finance and the Public Service Building

30 National Heroes Circle, Kingston 4

Jamaica, West Indies

Tel: 876-922-8600

Fax: 876-924-9764

Email: communications@osc.gov.jm

Website: www.osc.gov.jm

CIRCULAR No. 344 **OSC Ref. C.4860¹²**

24th November, 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 the following **vacant** posts within the **Ministry of Labour and Social Security**:

- 1) **Inspection and Compliance Officer (GMG/SEG 1) – Social Security Division - Administration of National Insurance and Public Assistance, Local Offices (St. James)**, salary range \$3,501,526 - \$4,709,163 per annum;
- 2) **Research Officer (SOG/ST 5) – Planning, Research and Monitoring Unit, North Street**, salary range \$3,501,526 - \$4,709,163 per annum;
- 3) **Customer Care Officer (GMG/AM 3) – Customer Service Branch, North Street**, salary range \$2,190,302 - \$2,945,712 per annum;
- 4) **Customer Care Assistant (GMG/AM 1) – (3 posts) – Customer Service Branch, North Street**, salary range \$1,439,455 - \$1,935,907 per annum;
- 5) **Accounting Technician 1 (FMG/AT 1) – National Council for Senior Citizens**, salary range \$1,711,060 - \$2,301,186 per annum

1. Inspection and Compliance Officer (GMG/SEG 1)

Job Purpose

The incumbent will administer the provisions of the National Insurance Act and Regulations within the assigned geographic areas, to facilitate registration by companies and individuals, the payment of contributions and the provision of benefits towards the attainment of the objectives of the National Insurance Scheme and the fulfilment of the Ministry's mandate.

Key Responsibilities

Technical/Professional:

- Conducts inspections of employers, as required;
- Calculates outstanding contributions and interest due from delinquent employers;
- Prepares letters to inform employers of arrears;
- Establishes payment schedules with employers, for the payment of contribution arrears;
- Refers employers' cases to the relevant officer, to initiate legal action against delinquent employers, as required;
- Determines compliance status and submits data to the relevant officer;
- Verifies contributions paid, and requests copies of relevant documents;
- Conducts investigations into pension applications, as required;
- Participates in the establishment of targets for NIS operations within the Parish Office;
- Provides technical advice regarding the interpretation and application of the National Insurance Act and Regulations;
- Provides information and makes presentations on the benefits provided by the National Insurance Scheme;
- Liaises with internal and external stakeholders to facilitate the payment of contributions and benefits;
- Attends internal meetings, as required;
- Represents the Ministry at meetings, conferences, and other fora, as required;
- Delivers pension books (which hold cheques);
- Conducts manual searches for contributions not on RAISE and JNISS Systems.

Administrative:

- Monitors compliance within defined geographic areas within the Parish, to ensure that all employers are identified, registered and contributions remitted;
- Prepares and submits Work Plans, itineraries and reports of activities, within the agreed timeframe;

- Participates in performance evaluation activities within the agreed framework;
- Performs any other duties and responsibilities as may be determined by the Ministry of Labour and Social Security, from time to time.

Required Knowledge, Skills and Competencies

Core:

- Strong administrative skills
- Ability to motivate others
- Excellent leadership skills
- Excellent oral and written communication skills
- Excellent interpersonal and customer service skills

Technical:

- Sound knowledge of the National Insurance Act and Regulations
- Proficiency in the use of relevant computer applications
- Good problem-solving, numeric and analytical thinking skills
- High level of integrity

Minimum Required Qualification and Experience

- Degree in Business Administration or related field;
 - Three (3) years working experience;
- OR**
- An equivalent combination of qualifications and experience relevant to the job.

Special Conditions Associated with the Job

- May be required to work long, irregular hours, including during natural disasters and on public holidays;
- May be required to travel to remote/volatile areas or long distances alone, to conduct work assignments, including in a post-disaster environment;
- May be required to work with poorly kept/soiled external records.

2. Research Officer (SOG/ST 5)

Job Purpose

The Research Officer is responsible for the collection, analysis and dissemination of data, in accordance with the objectives of the Unit.

Key Responsibilities

- Assists in conducting research into social and economic matters, and how these impact on labour and social security;
- Assists in collecting, collating and formatting information for LMIS Website and the Ministry;
- Collects analyses, formats and disseminates data needed for the Statistical Reports and the Ministry's Annual Report;
- Applies computerized tools in the collection, processing, analysis, presentation and dissemination of LMI;
- Writes papers/briefs on areas relevant to the Ministry and for the other Senior Directors, to go on Missions, locally and internationally;
- Prepares monthly and quarterly reports on LMI, as needed;
- Prepares periodic economic reports for dissemination via the LMI;
- Provides information to various agencies/organizations, locally and internationally, as well as to the general public, upon request;
- Assists in conducting occupational projections;
- Participates in activities to promote awareness of the Labour Market Information System by preparing newsletters, booklets/brochures and by preparing and delivering lectures/presentations and conducting demonstrations;
- Assists in monitoring and collecting information on new programmes which are offered by educational and training institutions, which have the potential to impact employment;
- Assists in monitoring the number of workers which are absorbed and employed by the Economic Sectors;
- Assists in developing career mapping for job seekers and students;

- Updates occupational groups, courses and education and training institutions on the LMIS Website.

Other:

- Keeps abreast of labour market and economic trends and changes in the economy;
- Attends seminars and courses in areas of interest to the Ministry;
- Represents the Ministry at meetings, conferences/seminars and expositions;
- Participates in the organization of special events hosted by the Ministry;
- Participates in cross functional teams to achieve Ministry/Unit objectives.

Required Knowledge, Skills and Competencies

- Proficiency in the use of computer applications
- Knowledge of statistics and econometrics
- Good research, report writing and analytical skills
- Excellent oral and written communication skills
- Good interpersonal and organizing skills
- Self-motivated and a team player

Minimum Required Qualification and Experience

- Bachelor of Science Degree in the Social Sciences;
- One (1) year experience in a research capacity.

3. Customer Care Officer (GMG/AM 3)

Job Purpose

Under the direction of the Manager, Customer Care (GMG/SEG 2), the Customer Care Officer (GMG/AM 3), 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 Ministry's products and services;
- Maintains portfolio of the business processes of all services of the Ministry and its Agencies;
- Maintains database on key customers of the Ministry, and tracks customers interface with the Ministry;
- Foresees possible delays or complications and plans strategies to avoid or minimize them;
- Analyses situations to determine the best use of resources;
- Records details of issues and action taken;
- Updates relevant Notice Boards and Libraries, with information relevant to the customers, in collaboration with the Corporate and Public Relations Unit;
- Identifies, researches and resolves customers' 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 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
- Ability to work in a team
- Tact and diplomacy
- Managing the client interface

Technical:

- Database entry
- 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 in Customer Service or performing related functions.

4. Customer Care Assistant (GMG/AM 1)

Job Purpose

Under the general direction of the Manager, Customer Care, the Customer Care Assistant is responsible for assisting the general public in all aspects of their interaction with the Ministry, as the first line of contact to assist with customer inquiries and complaints, and interacting with customers to provide and process information. The incumbent will also provide an effective and efficient communication system, internally and externally.

Key Responsibilities

Technical:

- Greets and welcomes visitors to the Ministry and directs them to the appropriate office/officer;
- Ensures courteous treatment of all staff and visitors to the Ministry and via telephone;
- Ensures reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures);
- Provides accurate information, in-person and via telephone/email;
- Records and deals with customers' enquiries and complaints;
- Researches, compiles and delivers information to the Customer Care Officers and Unit Head;
- Receives all incoming calls, identifies the officers required and connects callers to the appropriate extensions;
- Answers calls from extensions, dials numbers requested and connects the party called to officers who requested the number;
- Takes and relays messages promptly;
- Reports faults and defects to Unit Head and service providers;
- Maintains contact with Divisions/Directors/Outstations, for smooth flow of information;
- Advises Cashier and other staff members on the amount owing for private calls;
- Reconciles monthly bills and submits particulars relating to payments of all charges in the Telephone Register;
- Maintains office security by following safety procedures and controlling access via the reception desk (monitors logbook, issues visitor badges);
- Ensures that systems, procedures and working practices are implemented accurately, in accordance with established format;
- Ensures that professional attitude and deportment are displayed at all times;
- Maintains the Ministry's Corporate Image at all times;
- Reports faults and defects to relevant officers, in a timely manner;
- Displays professionalism, confidentiality and good deportment at all times;
- Performs any other related duties which may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Customer service and quality focus skills
- Ability to use Initiative
- Good time management skills
- Ability to work in a team
- Compliance
- Sound integrity
- Managing the client interface

Technical:

- Knowledge of customer service, telephone ethics and techniques
- Knowledge of office management and ethics
- Public speaking skills
- Record keeping skills
- Switchboard operating skills
- Knowledge of the Ministry's policies and procedures

Minimum Required Qualification and Experience

- Four (4) CXC/GCE subjects, including English Language and a numeric subject;
 - Customer Service Certification;
 - Certificate in Telephone Operating and Ethics;
 - Training in Public Speaking;
 - Three (3) years' experience in a similar field;
- OR**
- Diploma in Management Studies with two (2) years' experience in a similar role;
 - Training in Customer Service and Telephone Ethics;
 - Training in Public Speaking

5. Accounting Technician 1 (FMG/AT 1)

Job Purpose

The incumbent will undertake practical accounting tasks, in accordance with the Ministry's standard accounting practices and the FAA Act, to support the efficient operation of the Department.

Key Responsibilities

- Maintains accurate accounting files and records;
- Maintains strict control over access by persons to the Unit;
- Processes and submits invoices from creditors for payment;
- Participates actively in the preparation and submission of the Department's Annual Budget and Procurement Plan;
- Contributes to the preparation of the Department's Operational Plan;
- Checks and submits claims for allowances for members of staff and members of the Board, including travelling, subsistence, board fees and overtime;
- Checks and submits returns from funds advanced to parish and programme officers;
- Communicates with suppliers to obtain quotations and provide feedback on payments/queries. Liaises with Procurement, Accounts and Administration to ensure timely processing of payments;
- Assists with Departmental Audit of the Meals on Wheels Feeding Programme;
- Provides support to the Head of Department by way of timely financial information, including Quarterly Statements of Expenditure, etc.;
- Delivers presentations to Parish/Programme Officers and the Board, as required;
- Supervises the duties of the Accounting Clerk;
- Performs any other duties assigned from time to time.

Required Knowledge, Skills and Competencies

- Excellent knowledge of Government and general accounting standards and procedures
- Good knowledge of the Ministry's policies and procedures
- Good customer relation and interpersonal skills
- Good oral and written communication skills
- Good supervisory skills, with an eye for detail
- Excellent planning and organizing skills
- Ability to use Microsoft Office applications
- Ability to work on own initiative

Minimum Required Qualification and Experience

- AAT Level 1; **or**
- ACCA-CAT Level 1/Level A; **or**
- Certificate in Public Administration, UWI; **or**
- Certificate in Management Studies, UWI; **or**
- Diploma in Business Administration/Studies from a Community College; **or**
- NVQJ Level 1, Accounting; **or**
- Certificate in Accounting from an accredited University; **or**
- Certificate in Government Accounting Level 1; **or**
- Completion of the first year of the BSc. Degree in Accounting/Management Studies with Accounting, or BBA Degree at an accredited University; **or**
- Completion of first year of the A.Sc. Degree in Accounting/Business Administration/ Business Studies from an accredited Tertiary Institution.

Special Condition Associated with Job

- Will be required to travel between the Secretariat and Head Office.

Please visit <https://www.lmis.gov.jm/> and submit applications, accompanied by resumes, no later than **Friday, 5th December, 2025**, to:

**Senior Director Human Resource Management and Development
Ministry of Labour and Social Security
14 National Heroes Circle
Kingston 4**

Applications and resumes may also be sent to: resume@mlss.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)**