



Office of the Services Commissions

(Central Government)
Ministry of Finance and the Public Service Building
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CIRCULAR No. 354 **OSC Ref. C. 6272¹⁸**

2nd December, 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 posts in the **Office of the Prime Minister**:

1. **Director, Final Accounts and Reporting (FMG/PA 2) (Vacant)**, salary range \$4,266,270 - \$5,737,658 per annum.
2. **Manager, Customer Care (GMG/SEG 2) (Vacant)**, salary range \$4,266,270 - \$5,737,658 per annum.

1. Director, Final Accounts and Reporting (FMG/PA 2)

Job Purpose

Under the general direction of the Principal Financial Officer, the Director, Final Accounts and Reporting is responsible for the preparation of the accounts of the Ministry and all its Departments on a cash accounting basis and for the timely submission of accurate and complete monthly and annual Financial Statements to the Auditor General and the Financial Secretary. The Director, Final Accounts and Reporting is also responsible for the supervision of the Final Accounts and Reporting Unit, ensuring that the Unit's objectives are achieved.

Key Responsibilities

Technical/Professional

- Monitors the consolidated accounts of the MDA's to:
 - Office of the Prime Minister (Recurrent and Capital Heads)
 - Office of the Cabinet (Recurrent Head)
 - Ministry of Culture, Gender, Entertainment and Sport (Recurrent Head)
 - Ministry of Tourism (Recurrent Head)
- Prepares and submits monthly and annual Financial Statements to the Auditor General and the Ministry of Finance and the Public Service;
- Reconciles the Ministry's Bank Accounts for the Deposits, Projects and Salaries, ensuring that all transactions related to the Bank are promptly and correctly reflected in the accounts;
- Establishes systems for the proper maintenance and security of accounting records in accordance with the FAA Act and other guidelines;
- Checks Financial Statements on a regular basis to ensure accuracy, completeness and adherence to MOFPS instructions and guidelines, as well as accounting practices;
- Co-ordinates the posting of all financial data, consisting of analysis of expenditure statements submitted by the Ministries' Agencies, Journal Vouchers, Appropriations in Aid, etc., ensuring the accurate posting of these transactions on the Government Financial Management System (GFMS);
- Prepares financial reports, including Appropriation Accounts, as requested by the Ministry of Finance and the Public Service, other Ministries, Departments and Programme Managers;
- Participates in the development and preparation of the Strategic and Operational Plan for the Division and annual Work Plans for the Unit;
- Briefs the Principal Finance Officer on the status of the monthly and annual accounts and emerging issues on a weekly basis;
- Gives directive to the Financial Systems Manager for periods to be closed on the GFMS
- Prepares/reviews draft responses to audit queries;
- Collaborates with the relevant Programme Managers and prepares the Explanations for Variations to the Voted Provision Statements for attachment to the Appropriations Accounts;
- Co-ordinates the clearance of advance payments in accordance with the stipulations of the FAA Act;

Supervisory

- Manages the welfare and development of staff in the Unit by developing Work Plans, conducting performance evaluations, preparing performance appraisals, identifying/recommending training and development programmes;
- Provides leadership to direct reports through effective planning, delegation, communication; provides guidance to direct reports through coaching, mentoring and training, providing assistance and support as needed;
- Provides guidance to staff through coaching, mentoring and training, providing assistance and support, as needed;
- Convenes quarterly meetings with direct reports to:
 - sensitize/remind them of the policies, procedures and regulations of the Ministry and the Division/Unit;
 - discuss strategies and plans of achieving the Unit's objectives
- Recommends Vacation/Department Leave for direct reports in keeping with established Human Resource policies;
- Makes provisions for direct reports to have adequate and appropriate resources to enable them to undertake their duties efficiently and effectively;
- Performs any other work related duties assigned from time to time.

Required Knowledge, Skills and Competencies**Core**

- Integrity/Confidentiality;
- Excellent presentation, oral and written communication skills;
- Excellent time management and organizational skills;
- Excellent interpersonal and customer relations skills;
- Excellent judgement, decision making and problem-solving skills;
- Excellent leadership, management and team building skills;

Technical

- Excellent research and analytical skills;
- Financial reporting and analysis skills;
- Knowledge of the Financial Administration and Audit (FAA Act) and other financial and accounting regulations, principles and practices;
- Knowledge of Government accounting including the operations of the Government Financial Management System (GFMS);
- Knowledge of financial analysis methods and techniques;
- Proficient in the use of relevant and current computer applications and software including Microsoft Office Suite (Excel, Word and Power Point) as well as computerized Accounting Systems such as GFMS and MyHr+.

Minimum Required Qualification and Experience

- BSc. Degree in Accounting or Management Studies with Accounting or Bachelor of Business Administration from an accredited tertiary institution plus
- at least two (2) years experience in Accounting
OR
- Associate of Certified Chartered Accountant (ACCA) Level 2 plus
- at least two (2) years experience in Accounting
OR
- National Vocational Qualification Jamaica (NVQJ) Level 5 Accounting plus
- at least two (2) years post qualification experience in Accounting;
OR
- ASc. Degree in Accounting, MIND along with Diploma in Government Accounting, MIND plus
- at least five (5) years' experience in Accounting

Special Conditions Associated with the Job

- May be required to work beyond normal work hours and on weekends.

2. Manager, Customer Care (GMG/SEG 2)

Job Purpose

Reporting to the Director, Administration and Special Services, the Customer Care Manager will undertake a variety of highly responsible, confidential, administrative and customer service duties to support the effective functioning of the operations of the Office of the Prime Minister and the Office of the Cabinet. The Manager, Customer Care is expected to:

- Facilitate the delivery of an excellent level of customer service to the Office of the Prime Minister/Office of the Cabinet and its clientele
- Assist the Director, Administration and Special Services to achieve service excellence goals.
- Undertake Help Desk duties, ensuring that customers receive prompt, efficient, professional, courteous, and high-quality service in response to requests/enquiries relating to the Division/Unit and the Ministry in general.

The Manager, Customer Care will also liaise with relevant key internal and external stakeholders in support of the improved service delivery across the MDAs and its portfolio Agencies, in accordance with the Government of Jamaica Public Sector Modernization Vision and Strategy as well as the entity's Citizens' Charter.

Key Responsibilities

Management/Administrative

- Develops the Strategic and Operational Plans and Budget for the Unit to be incorporated in the Divisions Operational Plan and Budget;
- Prepares Unit's monthly, quarterly, half-yearly and annual Reports for relevant internal and external stakeholders of the Ministry;
- Liaises with the Office of the Cabinet and other Public/Private Sector entities that are integral in the planning, development, and implementation of Service Excellence initiatives;
- Develops/Reviews Customer Service policies, procedures and standards to guide the operations of the Office of the Prime Minister and Office of the Cabinet;
- Conducts research utilizing a variety of sources in order to provide accurate and timely responses to requests and enquiries from callers;
- Conducts and/or directs operational audits and evaluations to ensure procedures and standards are being adhered to in keeping with the Citizens Charter;
- Conducts customer satisfaction surveys among users to identify the quality of service provided by the Help Desk and makes recommendations for improvement in service delivery where necessary;
- Addresses customer concerns and provides responses to questions in a manner that will ensure a positive experience for customers;
- Contributes to the formulation of policies and standards of service to facilitate the delivery of high-quality services by Government entities;
- Prepares routine drafts including business letters, memos and responses to enquiries as instructed by the Director;
- Keeps abreast of and evaluates trends in customer service best practices;
- Prepares reports/updates to the Director in relation to requests/enquiries and the action taken;
- Manages the Closed User Group (CUG) Plan for the OPM and OC;
- Represents the Division at meetings, seminars, workshops, conferences, and other fora, as may be directed;

Technical/Professional

Customer Service

- Serves as a central point of contact with all Divisions, Units in the Office of the Prime Minister and the Office of the Cabinet and external customers in the resolution of a variety of day-to-day matters by:
 - Following standard Help Desk operating procedures and accurately logging internal and external calls/complaints;
 - Maintains the Help Desk database tracking system and generates and analyses Reports as requested.
- Responds to face-to-face and telephone enquiries pleasantly, displaying patience and understanding with internal and external customers, while projecting a professional image;
- Provides advice and support with the design and delivery of customer service training programmes and the dissemination of customer service information to create and maintain awareness of standards and customer expectations;
- Develops and maintains a database of customer service best practices and establish benchmarks for service delivery and other related activities;
- Determines customer service requirements by maintaining contact with customers and visiting operational environments;
- Monitors help desk resources and provides technical advice in resolving problems, disseminating advisories, warnings, and new techniques;
- Develops, recommends, and implements new systems, procedures and best practices to improve customer service efficiency;
- Provides oversight and support in the development of the Ministry's Mystery Shopper Programme and implements it in accordance with guidelines;
- Supports the development, collation and distribution of customer service publications and articles;
- Provides oversight into the communication process to ensure timely updates of the Ministry's initiatives and highlights on the Customers' Notice Board;
- Monitors the Complaints Management System to resolve customer complaints promptly;
- Monitors/Analyzes KPIs such as response time, resolution rate, customer satisfaction scores and prepares report for submission to the Director; outlining opportunities for service improvement opportunities;
- Conducts and or facilitates customer service training and sensitization, in keeping with the needs of the Ministries;
- Supports determination of customer service requirements by maintaining contact with customers; visiting operational environments; engaging focus groups; analyzing information and applications;
- Co-ordinates promotion for customer awareness to the Ministry's products and services;
- Supports Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- In collaboration with the Communications and Public Affairs Unit, conducts relevant campaigns, expositions to increase awareness and promotion of the goods and services of the Ministry and its MDSAs.

Supervisory

- Co-ordinates and monitors the Work of the Unit;
- Supervises the day-to-day activities of the Customer Service Representatives, including Telephone Operators and Receptionists and initiates and stimulates co-operation within the team;
- Manages the welfare and development of direct reports through the preparation of Work Plans and conducting performance evaluations, making recommendations for learning/training and development programmes;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring, and coaching;
- Participates in the recruitment of staff for the Unit;
- Reviews Attendance Reports for direct reports;
- Sensitize direct reports to the policies, procedures and regulations of the Unit and the Ministry and monitors to ensure adherence;
- Recommends vacation leave for direct reports in keeping with established human resource policies;
- Performs other related duties that may from time to time be assigned.

Required Knowledge, Skills and Competencies

Core

- Integrity and confidentiality;
- Excellent planning and organising skills;
- Excellent leadership, networking and people management skills;

- Excellent social and interpersonal skills;
- Excellent oral and written communication skills;
- Excellent customer relations and team skills;
- Excellent judgement, decision making and problem-solving skills.

Technical

- Strong research and analytical skills;
- Strong customer service outreach skills;
- Strong training and facilitation skills;
- Help Desk management skills;
- Knowledge of the Ministry's policies, procedures and programmes;
- Knowledge of Government's regulations and procedures;
- Knowledge of GOJ Customer Service Excellence Policies and Procedures;
- Proficient in the use of relevant computer and software applications, especially Microsoft Office Suite (Word, Excel, PowerPoint).

Minimum Required Qualification and Experience

- First Degree in Management Studies, Business Administration, Public Administration, Public Sector Management or related discipline from a recognized Tertiary Institution.
- Certificate in Customer Relation/Service Management;
- At least three (3) years' experience working in the Customer Relations/Service discipline.

Applications accompanied by résumés should be submitted **no later than Friday, 12th December, 2025 to:**

**Senior Director
Human Resource Development and Management Division
Office of the Prime Minister
1 Devon Road
Kingston 10**

Email: jobs@opm.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)**