



## Office of the Services Commissions

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**CIRCULAR No. 4**  
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**2<sup>nd</sup> January, 2026**

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill/be assigned to the following posts in the **Ministry of Tourism (MOT)**:

1. **Manager, Customer Service (GMG/SEG 2) – (Vacant)**, salary range \$4,266,270 - \$5,737,658 per annum.
2. **Technical Co-ordinator (GMG/SEG 2) – (Vacant)**, salary range \$4,266,270 - \$5,737,658 per annum.
3. **Administrative Assistant (GMG/AM 3) – (Not Vacant)**, salary range \$2,190,302 - \$2,945,712 per annum.
4. **Customer Care Assistant (GMG/AM 1) – (Vacant)**, salary range \$1,439,455 - \$1,935,907 per annum.

### **1. Manager, Customer Service (GMG/SEG 2)**

#### **Job Purpose**

Under the direction of the Senior Director, Corporate Services, the Manager, Customer Service, is responsible for the co-ordination and implementation of the Ministry's Customer Service Outreach Programme. Primarily, he/she will be responsible for co-ordinating and facilitating the value chain elements of service expectation identification, service awareness creation, direct customer interface, service delivery operations and monitoring and evaluation of service improvement initiatives.

#### **Key Responsibilities**

##### ***Management/Administrative:***

- Develops the Customer Service Branch's Annual Operational Plans to be incorporated within the Divisional Operational Plan;
- Develops the Branch's Annual Budget and manages expenditure within Budget Ceilings;
- Develops and submits the Branch's monthly, quarterly, half-yearly and annual reports for relevant internal and external stakeholders of the Ministry;
- Represents the Division/Ministry at meetings, seminars, workshops, conferences, and other fora;
- Liaises with the Office of the Cabinet and any other entities (public or private) involved in the planning, development and implementation of the Service Excellence Programme;
- Convenes quarterly meetings of the Intra-Ministerial Service Improvement Team, providing relevant advice/recommendations to representatives for the sustainability of the Service Excellence Programme.

##### ***Technical/Professional:***

- Reviews, evaluates and redesigns customer service business processes; establishes and communicates service metrics; implements changes for the Ministry and Public Bodies;
- Develops and implements customer service strategies and specific objectives;
- Reviews and documents business processes aligned to the key services of the Ministry and its Portfolio Agencies and Departments;
- Manages the Ministry's front desk operations;

- Maximizes customer operational performance by monitoring help desk resources and technical advice, resolving issues and disseminating advisories, warnings and new techniques;
- Develops, recommends and implements new systems, procedures or working practices to improve customer service efficiency;
- Assists with the development of the Ministry's Mystery Shopper Programme and implements it in accordance with guidelines;
- Develops, collates and distributes Customer Service Publications and Articles;
- Ensures timely updates of the Ministry's initiatives and highlights on the Customers' Notice Board/Intranet;
- Establishes adequate issues/complaints mechanisms and other stakeholder feedback;
- Develops and monitors the Customer Service Balanced Scorecard, as well as the Complaints Management System;
- Monitors the Feedback and Complaints Management System(s) to resolve customer complaints promptly and respond to customer feedback;
- Monitors and reports on service level standards focused on response times and issue resolution;
- Conducts and facilitates Customer Service Training and Sensitization at the Ministry and its Public Bodies;
- Ascertains customer service needs by maintaining contact with customers, visiting operational environments, conducting surveys, forming focus groups, benchmarking best practices and analyzing information and applications;
- Supports promotion and awareness of the customers to the Ministry's products and services;
- Develops and conducts surveys;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Commemorates national and international days of significance;
- Collaborates with the Corporate Communications and Public Relations Division, conducts relevant campaigns and expositions, to increase awareness and promotion of the goods and services of the Ministry and its Agencies/Departments.

***Human Resource:***

- Co-ordinates and monitors the service excellence outreach work of the Branch;
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends and/or attains established personal and/or organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Branch;
- Ensures the welfare and developmental needs of staff in the Branch, are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Branch's goals;
- Maintains and monitors Attendance Reports for all relevant members of staff.
- Performs other related duties that may be assigned from time to time.

**Required Knowledge, Skills and Competencies**

***Core:***

- Excellent oral and written communication skills
- Excellent people management skills
- Excellent interpersonal Skills
- Customer and quality focus
- Excellent planning and organizing skills
- Excellent problem solving and decision-making skills
- Sound integrity

**Technical:**

- Customer Service Outreach
- Help Desk Management
- Research Methods and Data Analysis
- Training and facilitation skills
- Knowledge of the Ministry's Policies and Procedures
- Knowledge of the Ministry's Citizens' Charter

**Minimum Required Qualification and Experience**

- Bachelor's Degree in Business Administration or Management, or related field;
- Two (2) years' experience in Customer Service;
- Experience in outreach work;
- Experience with help desk environments;
- Experience in conducting research and analyzing information;
- Strong training and facilitation skills.

**Special Conditions Associated with the Job**

- Travelling to the Public Bodies outside of Kingston, may be required;
- Extended work hours.

**2. Technical Co-ordinator (GMG/SEG 2)****Job Purpose**

Under the general direction of the Permanent Secretary, the Technical Co-ordinator is responsible for co-ordinating and monitoring the development and implementation of technical-related policies, plans and programmes of the Ministry of Tourism, to ensure that the responsibilities of the Permanent Secretary are executed efficiently and effectively.

**Key Responsibilities*****Technical/Professional:***

- Liaises with the appropriate Ministries, Departments and Agencies (including, but not limited to the Office of the Parliamentary Council, Attorney General's Chambers, Cabinet Office) to elicit advice/feedback on matters affecting the Ministry;
- Monitors responses to queries from the Auditor General, Contracts Commission and Office of the Contractor General by communicating with relevant officers in the MOT, its portfolio Agencies and ensures the provision of prompt and accurate information and data;
- Monitors responses to questions posed in the House of Representatives and Motions raised in the Senate, ensuring that responses conform to the required format and that the Permanent Secretary and the Minister of Tourism are provided with accurate information;
- Interacts/Networks directly with Ministers of Government, Permanent Secretaries, Directors General, Heads of Agencies, and Senior Officials of Government to ensure that matters in relation to the work of the Ministry are expeditiously undertaken/addressed;
- Examines and assures the quality of submissions to Cabinet on behalf of the Ministry and its portfolio Departments and Agencies;
- Prepares Cabinet Submissions and Ministry Papers on behalf of the Permanent Secretary.
- Examines and quality assures annual reports and other statutory reports for the Ministry, its Departments and Agencies;
- Examines and quality assures documents prepared by MDAs, for the signature of the Minister of Tourism;
- Researches, prepares and submits Position Papers, Reports, Briefs, and Meeting Agendas, as required;
- Responds to queries by analysing highly technical reports and preparing responses accordingly;

- Routes and obtains timely responses to requests to MDAs, for comments, reports and briefs, for the attention of the Minister of Tourism;
- Co-ordinates and collaborates with other Programme Managers in the Ministry on projects and assignments, to ensure timely responses;
- Manages matters related to local, regional and international affairs, which are presented for the attention of the Permanent Secretary's Office and ensures accurate and timely action;
- Manages short-term projects and programmes being managed by the Ministry;
- Liaises with MDAs, regional and other international bodies/institutions, to facilitate follow-up and ensure the timely and informed implementation of decisions;
- Proactively prioritises conflicting needs of a technical nature by ensuring that same are handled expeditiously and are followed through to successful completion;
- Participates in the preparation for visits by regional and international Heads of State and other official events, as required at the level of the Ministry;
- Participates in the preparation of speeches and speaking notes, as requested by the Permanent Secretary;
- Reviews Procurement Requisitions and supporting documents for the signature of the Permanent Secretary; requests further details and clarification, where applicable;
- Responds generally to the demands of the Office of the Permanent Secretary.

***Management/Administrative:***

- Co-ordinates and participates in the preparation of the Operational and Unit Plans for the Executive Office;
- Prepares the annual Budget for the Executive Office;
- Follows-up to ensure that all performance reports are prepared and reviewed for the attention of the Permanent Secretary;
- Prepares and submits performance and other reports relating to the achievement of targets for the Ministry and its Agencies as required, and ensures the timely submission of all documents/information requested from the Executive Office;
- Participates in and co-ordinates the development of the strategic direction of the Ministry;
- Reviews and assesses the output of the Permanent Secretary's Office against Corporate and Operational Plans and makes recommendations for adjustments, where changes are indicated;
- Guides the development, implementation and maintenance of appropriate communication, information and records management systems that facilitate timely and accessible information from the Permanent Secretary's Office;
- Ensures the smooth operations of the Permanent Secretary's Office in the absence of the Permanent Secretary;
- Establishes and maintains quality customer service principles, standards and measurements for the Executive Office;
- Develops Individual Work Plan based on strategic alignment with MOT's Operational Plan;
- Assists with the co-ordination of Senior and other Management Team Meetings;
- Represents the Ministry at local, regional and international fora (meetings, delegations, conferences, symposiums, conventions), as required.

***Human Resource:***

- Prepares and conducts presentations on the role of the Division/Unit for the Orientation/Onboarding programme;
- Contributes to and maintains a harmonious working environment;
- Performs all other related duties and functions as may be required from time to time.

**Required Knowledge, Skills and Competencies**

***Core:***

- Excellent oral and written communication skills
- Customer and quality focus
- Teamwork and cooperation
- Sound integrity
- Compliance
- Excellent interpersonal skills

- Change management

**Technical:**

- Ability to think and act strategically across a wide range of functions
- In-depth, up-to-date knowledge of the Government's priorities of the day
- Ability to exercise sound judgement and conviction of purpose in unfavourable or unpopular situations
- Ability to interface with senior Government officials, both locally and internationally
- Demonstrates sound personal and professional integrity reflecting high ethical and moral values
- Ability to manage the Permanent Secretary's Office in his/her absence
- High level of confidentiality, diplomacy and initiative
- Good knowledge of the government's systems and related operational policies
- Good knowledge of GoJ policy directed at the Tourism Sector (to include: Sustainable Development/Natural Resource Management) and associated areas
- Sound knowledge of the general operations of the machinery of Government, the role, function, and operations of the Cabinet and Parliament
- Excellent leadership and negotiating skills
- Ability to prioritize amongst conflicting demands, solve business problems, and make rational decisions based upon a sound understanding of the facts in a limited time
- Ability to manage limited resources in order to achieve challenging output targets
- The ability to work effectively in stressful and time-sensitive scenarios is a critical competence
- Proficiency in required computer applications, such as Spreadsheets, Word Processing and PowerPoint

**Minimum Required Qualification and Experience**

- Bachelor's Degree in International Relations, Diplomacy, Law, Public Sector Management, Public Policy, Business Administration, Management Studies or related field of Social Science;
- Five (5) years' experience in Public Policy/Administration, International Relations, Law or equivalent environment.

**Special Conditions Associated with the Job**

- The environment is fast-paced with ongoing interactions with critical stakeholders and meeting tight deadlines, which will result in high degrees of pressure, on occasions;
- May be required to travel locally and internationally, to attend conferences, seminars and meetings.

**3. Administrative Assistant (GMG/AM 3)**

**Job Purpose**

Under the general direction of the Director, Corporate Communications and Public Relations, the Administrative Assistant is responsible for providing general administrative and clerical support to the Division. He/She will provide general technical, administrative and secretarial support, including managing, organizing and co-ordinating the workflow of the Division, implementing and maintaining administrative/filing systems, procedures and policies, as well as monitoring assigned administrative projects, as determined by the Director.

## **Key Responsibilities**

### ***Technical/Professional:***

- Manages the calendar for the Division, which includes, but is not limited to scheduling appointments, co-ordinating meeting rooms and preparations, including refreshments, where applicable;
- Maintains office workflow, analyzes operating practices and systems and recommends improvements; implements agreed changes to increase the Branch's efficiency;
- Provides support to members of the Team, on specific projects, as agreed with the Senior Director;
- Prepares and modifies documents, including correspondences, reports, drafts, memoranda and emails; takes and transcribes dictation and composes and prepares confidential correspondence, technical reports and other complex documents;
- Assists with the logistical operations of the Division, with respect to the duties assigned, including organization and administration of meetings and other events, by providing agendas and keeping written records of discussions and key decisions and undertakes associated research and follow-up actions, as required;
- Conducts research and prepares draft summaries/presentations, as required;
- Screens incoming calls and correspondence and responds independently, when possible;
- Maintains electronic and hard copy filing systems, creates and maintains database and spreadsheet files and manages the Division's Intranet filing system, performs data entry and scans documents;
- Makes travel arrangements, including researching and co-ordinating itineraries, visa requirements, accommodation and other related activities for the Branch and compiles documents for travel-related meetings;
- Ensures that the administrative functions of the Division, such as the preparation of the Time and Attendance Register for submission to the Human Resource Management and Development Branch, among other items, are done on a timely basis;
- Schedules and attends Division and Committee Meetings, prepares Minutes, and ensures follow-up actions are done, reproduces, distributes and maintains records of Minutes, accordingly.
- Exhibits good courtesy to scheduled and unscheduled visitors;
- Opens, sorts and distributes incoming correspondence, assists in preparing outgoing mail and correspondence, including e-mail and faxes and updates Division's Mail Register;
- Attends meetings externally, as may be required, for the purpose of Minute-taking, conducting research, compiling supporting documents and related tasks;
- Maintains Equipment Register; ensures completion of scheduled preventive maintenance and arranges repairs;
- Maintains office supplies for the Division by monitoring stock levels, placing and expediting orders through the Public Procurement and Administration and Asset Management Branches, if required, and verifying receipt of supplies.

### ***Management/Administrative:***

- Contributes to the development of the Division's Strategic and Operational Plans and Budget;
- Develops Individual Work Plans based on alignment with the Division's Plan;
- Maintains customer service principles, standards and measurements;
- Participates in meetings, seminars, workshops, and conferences, as required.
- Prepares reports and project documents, as required.

### ***Human Resource:***

- Participates in the preparation and implementation of presentations on the role of the Division/Unit for the Orientation/Onboarding Programme;
- Contributes to and maintains a harmonious working environment;
- Performs all other related duties and functions required from time to time.

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

### ***Core:***

- Good oral and written communication skills
- Customer and quality focus
- Teamwork and co-operation

- Sound integrity
- Compliance
- Good interpersonal skills
- Change management

**Technical:**

- Proficiency in Microsoft Office Suite and other programme applications appropriate to assigned responsibilities
- Working knowledge of the format of Cabinet Submission and the approval process
- Working knowledge of statutes, legislations, regulations, policies, and procedures that guide the operations of the Section
- General knowledge in budget cash flow preparation
- Knowledge of office management and administrative procedures and practices
- Knowledge of the principles and practices of public administration
- Knowledge of research and statistical methods and techniques
- Excellent keyboarding dexterity
- Solid dictation and transcribing skills
- Ability to compose correspondence and reports

**Minimum Required Qualification and Experience**

- Associate Degree/Diploma in Office Administration, Administrative Management, Management Studies, Public/Business Administration, or related Social Sciences;
- Two (2) years' experience in an Office Management environment.

**Special Conditions Associated with the Job**

- The environment is fast-paced with ongoing interactions with critical stakeholders and meeting tight deadlines, which will result in high degrees of pressure, on occasions;
- Frequent intra-island travel;
- Extended working hours.

**4. Customer Care Assistant (GMG/AM 1)**

**Job Purpose**

Under the general direction of the Manager, Customer Service, 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 interact with customers to provide and process information.

The incumbent will also provide an effective and efficient communication system, both internally and externally.

**Key Responsibilities**

**Technical/Professional:**

- Greets and welcomes customers to the Ministry and directs them to the appropriate office/officer;
- Delivers courteous treatment of all staff and visitors to the Department and via telephone;
- Ensures Reception Area is welcoming, with all necessary stationery and material (pens, forms, brochures, etc.);
- Provides accurate information in person and via phone/email;
- Deals with customers' enquiries and complaints and have them recorded;
- Researches, compiles and delivers information to Officers and Department Head;
- Receives all incoming calls, identifies the required officers and connects callers to appropriate extensions;

- Answers calls from extensions; dials numbers requested and connects the party calls to officers who requested the number;
- Takes and relays messages, promptly;
- Reports faults and defects to Branch Heads and Service Providers;
- Maintains contact with all other relevant stakeholders for the smooth flow of information;
- 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 visitors' badges);
- Ensures that systems, procedures and working practices are implemented;
- Displays professionalism, confidentiality and good deportment at all times;
- Maintains the Ministry's Corporate image.

**Human Resource:**

- Participates in the development of Individual Work Plans.

**Customer Relations:**

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;
- Performs all other related duties and functions, as may be required from time to time.

**Required Knowledge, Skills and Competencies**

**Core:**

- Good oral and written communication skills
- Sound integrity
- Teamwork and co-operation
- Initiative
- Compliance
- Good time management skills
- Good interpersonal skills
- Adaptability
- Customer and quality focus

**Technical:**

- Proficiency in the use of relevant computer applications
- Record keeping skills
- Good planning and organizing skills
- Public Speaking skills

**Other:**

- Knowledge of customer service, telephone ethics and techniques
- Knowledge of the Ministry's policies and procedures
- Knowledge of Office Management and Ethics
- Switchboard operating skills
- Manage the client interface

**Minimum Required Qualification and Experience**

- Four (4) subjects at the CSEC General proficiency, including English Language and a numeric subject;
- Customer Service/Telephone Operating Certification;
- Training in Public Speaking would be a distinct asset;
- Three (3) years' related work experience;

**OR**

- Certificate in Management Studies;
- Training in Customer Service and Telephone Ethics;

- Training in Public Speaking would be a distinct asset;
- Two (2) years' experience in a similar role.

**Special Conditions Associated with the Job**

- The environment is fast-paced with ongoing interactions with critical stakeholders;
- Meeting tight deadlines, which will result in high degrees of pressure, on occasions.

Applications accompanied by résumés should be submitted **no later than Thursday, 15<sup>th</sup> January, 2026, to:**

**Director, Human Resource Management and Development  
Ministry of Tourism  
64 Knutsford Boulevard  
Kingston 5**

**Email: [hrm@mot.gov.jm](mailto:hrm@mot.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)**