



**OFFICE OF THE SERVICES COMMISSIONS**  
**(Central Government)**  
**30 National Heroes Circle**  
**Kingston 4**  
**Jamaica**  
**Telephone: 922-8600**  
**Fax: 924-9764**  
**E-mail: [communications@osc.gov.jm](mailto:communications@osc.gov.jm)**  
**Website: [www.osc.gov.jm](http://www.osc.gov.jm)**

**CIRCULAR No. 169**  
**OSC Ref. C.4664<sup>8</sup>**

**29<sup>th</sup> June, 2018**

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 in the **Accountant General's Department (AGD)**:

1. **Customer Relations Officer (GMG/AM 3)**, salary range \$1,082,224 – \$1,286,424 per annum and any allowance(s) attached to the post.
2. **Executive Secretary 1 (OPS/SS 4)**, salary range \$1,022,152 – \$1,215,017 per annum and any allowance(s) attached to the post.

### **1. Customer Relations Officer (GMG/AM 3)**

#### **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.

#### **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.

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

- 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
- **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 Team Work:** 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 behaviors, in order to build trust and credibility.
- Ability to work effectively under pressure.

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

- Associate Degree in Public Administration or Management Studies from a recognized tertiary institution, or equivalent;
- Three (3) years of experience in customer service or related field.

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

- Experience working with web based Customer Service database.

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

- Required to travel locally;
- Pressured working conditions with numerous critical deadlines.

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

### **Job Purpose**

Reporting to the Deputy Accountant General, Government Accounting and Reporting, the Executive Secretary is responsible for providing high-level administrative support to the Deputy Accountant General and the Division, by conducting research, preparing reports, handling information requests, and preparing correspondence, receiving visitors, arranging conference calls, and scheduling meetings.

### **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 Deputy Accountant General 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 Deputy Accountant General's schedule;
- Prepares agendas and makes arrangements for committee and other meetings attended by the Deputy Accountant General;
- Assists in the organization of events and activities by scheduling rooms, issuing information, and co-ordinating speakers/participants;
- Makes travel and accommodation arrangements for the Deputy Accountant General;
- 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;
- Co-ordinates the flow of paperwork, including periodic and special reports between the Deputy Accountant General'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 Deputy Accountant General 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 their absence.

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

- Knowledge of Records Management and Office Procedures
- Good organizing and coordinating skills
- Ability to work on own initiative
- Ability to record and transcribe Minutes of meetings
- Ability to use all typical office machines
- Proficiency with Microsoft Office Suite
- **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
- **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
- **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
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **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
- **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 inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example
- **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

- **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
- **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
- **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
- Ability to work effectively under pressure

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

- Diploma in Administrative Management;
- Five (5) years secretarial experience.

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

- Associate Degree in Social Science or equivalent;
- Certified Professional Secretary Designate;
- Typing 50 - 65wpm; Shorthand at 100 - 120wpm.

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

- Pressured working conditions with numerous critical deadlines.

Applications accompanied by résumés should be submitted **via email no later than Thursday, 12<sup>th</sup> July, 2018 to:**

**The AGD Transition Team  
Accountant General's Department  
2-4 Church Street  
Kingston**

Email: [agdhrtransition@mof.gov.jm](mailto:agdhrtransition@mof.gov.jm)

**Please note that only short listed 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.**



**Merle I. Tam (Mrs.)  
for Chief Personnel Officer (acting)**