



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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1st June, 2023

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. **Customer Relations Officer (GMG/AM 3)**, salary range \$1,984,305 - \$2,668,670 per annum
2. **Bank Reconciliation Officer (FMG/AT 2)**, salary range \$1,550,136 - \$2,084,761 per annum.

1. Customer Relations Officer (FMG/AT 2)

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 behaviors, 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 of experience in customer service or related field.

Desirable:

- Experience working with web-based Customer Service database.

Special Condition Associated with the Job

- Pressured working conditions with numerous critical deadlines.

2. 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;
- Performs any other related duties 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 Teamwork:** 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 organisational 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-one 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 Order and the FAA Act
- Knowledge of international Public Sector Accounting Standards (IPSAS)

Minimum Required Education and Experience

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

Special Condition Associated with the Job

- Pressured working conditions with numerous critical deadlines.

Applications accompanied by résumés should be submitted **no later than Wednesday, 14th June, 2023 to:**

Director
Human Resource Management and Development
Accountant General's Department
Ministry of Finance and the Public Service Complex
30 National Heroes Circle
Kingston 4

Email: 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.



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