



Office of the Services Commissions

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CIRCULAR No. 238 **OSC Ref. C. 6555¹⁷**

7th June, 2024

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

1. **Customer Care Assistant (GMG/AM 1) (Not Vacant) – Office Management and General Services Branch**, salary range \$1,439,455 - \$1,935,907 per annum.
2. **Senior Secretary (OPS/SS 3) (Not Vacant) - Policy, Planning, Projects and Research Division**, salary range \$1,711,060 – \$2,301,186 per annum.

1. **Customer Care Officer (GMG/AM 1)**

Job Purpose

Under the direct supervision of the Customer Care Officer (GMG/AM 3), the Customer Care Assistant (GMG/AM 1) is responsible for assisting the general public in all aspects of their interaction with the Office 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:

- Greets and welcomes visitors to the Office of the Supervisor of Insolvency (Office) and directs them to the appropriate office/officer;
- Ensures courteous treatment of all staff and visitors to the Office 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 phone/email;
- Customers' enquiries and complaints recorded and dealt with;
- 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;
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue 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 Office'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 own initiative;
- Good time management skills;
- Teamwork and co-operation skills;
- Compliance;
- 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;
- Switch Board operating skills;
- Knowledge of the Ministry's policies and procedures.

Minimum Required Qualification and Experience

- Four (4) subjects at the CXC General proficiency/GCE O 'levels 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

2. Senior Secretary (OPS/SS 3)

Job Purpose

Under the supervision of the Principal Director, the Senior Secretary is responsible for providing secretarial and support services to the Policy, Planning, Projects and Research Division and other members of staff, to ensure the effective and efficient operations of the Division.

Key Responsibilities

- Acts as a point of contact for internal/external clients;
- Transcribes and reproduces Minutes of meetings;
- Composes and reproduces letters, memoranda and reports;
- Types and prepares various documents for information;
- Maintains a filing system for the Unit;
- Ensures the confidentiality and security of data and information;
- Receives and makes telephone calls and translates messages;
- Ensures that messages are received and delivered;
- Schedules appointments and arranges meetings;
- Monitors and maintains the Attendance Register and leave of absence cards;
- Maintains and updates records and filing system;
- Screens and directs visitors to the relevant Officers;
- Records and dispatches incoming and outgoing mails;
- Types, copies and files, analytical reports, documents and other papers;
- Accesses and forwards emails to the relevant officers;
- Receives, forwards and directs faxes to the relevant officers;
- Performs any other related duties which may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good interpersonal skills;
- Good oral and written communication skills;
- Excellent planning and organizing skills;

- Good time management skills;
- Excellent customer and quality focus skills;
- Good problem-solving and decision-making skills;
- Methodical.

Technical:

- Proficient in relevant Software applications;
- Sound knowledge of web-based research techniques;
- Excellent knowledge of office practice and procedures;
- Knowledge of the operations of Government/Ministry's policies and procedures.

Minimum Required Qualification and Experience

- CXC or GCE 'O'Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus four to five (4-5) years' general office experience;
- OR**
- Graduated from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE 'O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus four to five (4-5) years' general office experience;
- OR**
- Successful completion of the Certified Professional Secretary course; proficient in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE 'O'Level; training in the use of a variety of software applications and four to five (4-5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

Applications accompanied by résumés should be submitted **no later than Thursday, 20th June, 2024 to:**

**Director, Human Resource Management and Development
Ministry of Industry, Investment and Commerce
4 St. Lucia Avenue
Kingston 5**

Email: hrm@miic.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.



**Desreen Smith (Mrs.)
for Chief Personnel Officer**