



## Office of the Services Commissions

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**CIRCULAR No. 63**  
**OSC Ref. C.5150/S17<sup>13</sup>**

**25<sup>th</sup> March, 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 the post of **Chief Executive Officer (Level 11)** in the **Jamaica Customs Agency**, salary starting at \$17,005,318 per annum.

### **Job Purpose**

Under the direct supervision of the Minister of Finance and the Public Service, the Chief Executive Officer is responsible for:

- Leading, co-ordinating and controlling the Jamaica Customs Agency's (JCA's) activities to optimize revenue collection and secure the highest level of voluntary compliance with the Customs Act and Regulations, in an equitable and efficient manner, in order to maintain public confidence in the integrity of the Agency, while facilitating trade and protecting Jamaica's borders, through collaborative border management;
- Holding overall responsibility for the functions of the Agency, in accordance with the Framework Document between the Jamaica Customs Agency and the Ministry of Finance and the Public Service. In so doing, the incumbent is responsible to direct the enforcement of the Customs Act and Regulations and related legislation as they apply to the importation and exportation of goods to promote national safety and security, optimize revenue, protect the economy and facilitate trade;
- Ensuring that international agreements and national policies relating to the subject areas of the Agency are upheld at all times;
- Ensuring that all significant risks are allocated to an identified responsible officer and that appropriate and timely actions are taken to manage these risks;
- Implementing the Enterprise Risk Management Framework and policies on Risk Management and Internal Control.

### **Key Responsibilities**

#### ***Technical:***

- Has oversight responsibility for all Agency functions;
- Establishes and maintains an Organization, policies, strategies, plans and systems that fulfils Customs' mandate and achieves the performance targets set for the Jamaica Customs Agency;
- Manages delegated responsibility for Financial and Human Resource Management as laid down by the Executive Agencies Act;
- Provides policy advice to the Minister and Financial Secretary;
- Monitors and ensures compliance with Jamaican Laws as they apply to the subject areas;
- Monitors and ensures compliance with agreed performance standards;
- Monitors and ensures compliance with international agreements;
- Manages the relationship with the Ministry of Finance and the Public Service;
- Manages the relationship with interfacing Ministries and Agencies and the negotiation of service level agreements;
- Manages the relationship with international Organizations and other external stakeholders;
- Manages the Agency's public relations and communications programme;
- Monitors disputes and appeals in all subject areas;
- Conducts training programmes for staff and other stakeholders;
- Liaises with Internal Audit.

**Management/Administrative:**

- Manages operations and oversees all Agency functions in a manner that ensures both value for money and resource stewardship accountability, while at the same time meeting demanding performance standards by:
  - Establishing and maintaining policies, strategies, plans and systems that fulfils Customs' mandate and achieves performance targets set for the Customs Agency
  - Developing performance standards and establishing performance indicators/key performance indicators for the Agency
  - Ensuring that the Citizen's Charter is established and that service delivery is maintained in accordance with quality and cost standards outlined in scheme of management
  - Establishing sound Human Resource practices within the framework provided under delegation from the Public Service Commission
  - Ensuring that appropriate training and development programmes and Succession Plan for the Human Resource in the Agency, are developed, maintained and implemented
  - Managing the financial resource in a prudent and economical manner, in accordance with all relevant legislation and regulations (such as Financial Administration and Audit Act, Executive Agencies Act, Financial Instructions to Executive Agencies);
- Establishes effective operating relationships with other Revenue Departments and Departments that use Customs services;
- Establishes the overall governance framework for Customs, including the Advisory Board, consultation mechanisms with the Industry and Public Sector Organizations with an interest in Customs and with international Agencies;
- Establishes and directs a senior management team through whom Customs' mandate and performance targets will be achieved;
- Institutes an internal performance management system for the quality of service to users of Customs, the effectiveness and efficiency with which employees' duties are carried out, the degree of compliance of importers in payment of duties and the performance of providers of service of Customs;
- Decides on appropriate policies and procedures for hiring, developing and training, releasing, transferring, promoting, appraising, disciplining and rewarding staff;

**Customer Service:**

- 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 meet expectations.

**Other:**

- May be required to provide witness statements, attend Court proceedings and give evidence;
- Enforces Health and Safety Policies and Procedures and mitigates and minimises workplace hazards;
- Performs all other duties and functions required occasionally.

**Required Knowledge, Skills and Competencies****Core:**

- Excellent oral and written communication skills
- Excellent interpersonal skills, including handling conflicts and providing coaching and counselling
- Excellent decision-making and problem-solving skills
- Ability to exercise sound judgment and flexibility while being very decisive
- Ability to build coalitions internally and with Government Ministries, Departments and Agencies, Nonprofit and Private Sector Organizations, Foreign Governments or International Organizations, to achieve common goals
- Ability to achieve objectives and performance targets through a senior management team
- Ability to implement a major change in a national organization, while maintaining quality ongoing operations
- Ability to develop and direct the development policies, strategies and operational plans, their implementation and monitoring, within the context of national and international interests and trends

- Ability to work effectively with and communicate complex issues to a variety of constituencies and negotiate agreements in an environment where interests frequently conflict
- Integrity in placing the public interest before personal interest
- An understanding of the use of information technology to achieve revenue goals, high levels of service delivery and internal management objectives

**Technical:**

- Expert knowledge of laws and regulations governing Customs in Jamaica
- Detailed knowledge of the policies and procedures controls for Customs in Jamaica
- Sound knowledge of international best practices in the areas of Customs and Border Protection
- Working knowledge of relevant computer applications and systems
- Specialised knowledge of Customs administration and operations

**Minimum Required Qualification and Experience**

- Masters Degree in Public Administration, Law or equivalent qualification;
- Ten (10) years related experience at the managerial level, five (5) of which should be at the senior management level.

**Special Conditions Associated with the Job**

- Position involves working in a fast-paced environment with on-going interactions with critical stakeholders;
- Extensive travelling required (>70%) on a regular basis to promote JCA's interests and represent JCA at both local and international fora;
- Strenuous job involving a high degree of interaction and responsibility to the public;
- May be required to work long hours (>50 hours weekly) over protracted periods;
- On call 24 hours.

Applications, accompanied by résumés, should be submitted **no later than Wednesday, 8<sup>th</sup> April, 2026, to:**

**Chief Personnel Officer (Acting)  
Office of the Services Commissions (Central Government)  
30 National Heroes Circle  
Kingston 4**

Email: [jaceoapplications@osc.gov.jm](mailto:jaceoapplications@osc.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.)  
Chief Personnel Officer (Acting)**