



Office of the Services Commissions

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CIRCULAR No. 54 **OSC Ref. C.4515⁵**

16th 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/be assigned to the following posts in the **Supreme Court's Office**:

1. **Customer Service Officer (GMG/AM 3) – [two (2) posts – One (1) Vacant & One (1) Not Vacant]**, salary range \$2,190,302 - \$2,945,712 per annum.
2. **Data Entry and Scanning Clerk (MIS/IT 2) – (Not Vacant)**, salary range \$1,711,060 - \$2,301,186 per annum.

1. Customer Service Officer (GMG/AM 3)

Job Purpose

Under the direct supervision of the Deputy Registrar, the incumbent interacts with the users of the Court to provide the relevant information and assistance, with a view to resolve all queries/complaints received and process documents and addresses all queries and complaints.

Key Responsibilities

- Responds to enquiries at the Public Service Counter and on the telephone;
- Responds to enquiries about Court processes, Court dates and times for the Supreme Court;
- Checks the designated storage area for orders/judgements and requisition documents to be collected by clients;
- Ensures that customers sign for all documents received;
- Vets all incoming applications submitted for legal compliance;
- Provides information to the users of the Court about Court policies and procedures, case status, scheduling of court proceedings and court proceedings in general;
- Keeps parties informed of changes, e.g., of Courtrooms and Hearing times;
- Provides updates to the users of the Court on the status of their files;
- Generates Case File Number for all new claims as soon as they are presented at the Customer Service;
- Assists with customers' requests for information;
- Releases Claim Forms for further stamping at the Tax Administration Jamaica (UP-stamping), where appropriate;
- Distributes files to the relevant officers;
- Sorts documents for scanning and entering and delivers to the Data Validation Officer;
- Ensures that files are re-shelved at the end of the working day;
- Assists with the preparation of certified copies and attested copies;
- Contacts and informs Attorneys to pick up documents in respect of corrections to be made to Orders;
- Contacts Attorneys in relation to arrangements for video link Hearings;
- Refers customers to the Registrar/Deputy Registrar or other Court staff;
- Facilitates requests for documents to be copied from a file;
- Assists the Deputy Registrar by checking for compliance with requisitions for default judgements;
- Provides follow-up Customer Service to clients;
- Performs any other related duties assigned.

Required Knowledge, Skills and Competencies

Core:

- Good time management skills
- Good organizing and planning skills
- Ability to work in teams
- Ability to use initiative

- Excellent supervisory management skills
- Integrity and confidentiality

Technical

- Sound knowledge and understanding of the Supreme Court procedures and operations
- Working knowledge of the relevant computer software applications
- Excellent customer relations and interpersonal skills
- Excellent oral and written communication skills
- knowledge of the Government of Jamaica Records Management procedures

Minimum Required Qualification and Experience

- Associate Degree in Business Administration or related field **or** Diploma in Business Administration or related field;
- Training in Customer Service;
- Four (4) CXC/GCE subjects, including English Language and Mathematics or Accounts.

2. Data Entry and Scanning Clerk (MIS/IT 2)

Job Purpose

Under the direct general direction of the Data Validation Officer, the incumbent ensures that all documents are scanned and entered on the Court's Information Management System. He/she interacts with staff to provide and solicit information as needed, to enhance the functionality of the post.

Key Responsibilities

- Reviews all documents prior to scanning;
- Enters all relevant case information on the Court's Information Management System, with respect to new and existing Estate matters;
- Enters all relevant documents filed in relation to an Estate matter, in the Court Information Management System;
- Scans all documents filed in relation to a new/existing Estate matter;
- Updates enters and scans Requisitions into the Court Information Management System;
- Ensures that Requisitions are updated appropriately in the Court Information Management System, to reflect that same has been complied with;
- Enters, updates and scans all signed Grants, Minute Sheets, Orders, Notices, Citations and other processes issued by the Registry;
- Enters all relevant case information in relation to requests from the Parish Courts;
- Enters and scans all Instruments of Administration and Instruments of Distribution, issued by the Administrator General's Department;
- Ensures that Court Information Management System accurately reflects the physical record.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good time management skills
- Good organizing and planning skills
- Good customer relations skills
- Good interpersonal relationship building skills
- Ability to work in a team
- Adaptability
- Ability to prioritize and problem-solve effectively
- Ability to use initiative
- Integrity and confidentiality

Technical:

- Sound knowledge and understanding of the Supreme Court procedures/operations
- Knowledge of the operations of the Registry of the Probate Division
- Excellent understanding of legal terminologies
- Understanding of Information Technology tools and techniques
- Proficiency in utilizing existing and/or new technologies

Minimum Required Qualification and Experience

- Diploma in Computer Studies or equivalent qualification from an accredited Institution;
 - One (1) year's related experience;
- OR**
- Four (4) CXC/GCE 'O' Level Subjects, including English Language, Information Technology, Mathematics or Accounts;
 - Three (3) years related experience.

Applications accompanied by Résumés should be submitted **no later than Friday, 27th March, 2026, to:**

**Senior Human Resource Officer
Human Resource Department
Supreme Court
Kings Street
Kingston**

Email: hrd@jamaicajudiciary.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)**