



Office of the Services Commissions

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CIRCULAR No. 75 **OSC Ref. C.4858⁵⁴**

20th April, 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 following **vacant** posts in the **Ministry of Agriculture, Fisheries and Mining**:

1. **Manager, Customer Care (GMG/SEG 2)**, salary: \$4,266,270 per annum.
2. **Manager, Customer Service Monitoring & Evaluation (GMG/SEG 2)**, salary: \$4,266,270 per annum.

1. **Manager, Customer Care (GMG/SEG 2)**

Job Purpose

Under the direction of the Director, Customer Service (GMG/SEG 3), the Manager, Customer Care (GMG/SEG 2), is responsible for the coordination and implementation of the Ministries, Departments and Agencies (MDA's) Customer Service Programme. Primarily, the Manager, Customer Care will be responsible for coordinating and facilitating the value chain elements of: Service Expectation Identification, Service Awareness Creation, Direct Customer Interface, Complaints Management and Service Delivery Operations.

The incumbent maintains linkages with relevant key internal and external stakeholders in support of improved service delivery across the MDA's and its portfolio Agencies, in accordance with the Government of Jamaica Public Sector Modernization Vision & Strategy as well as the entity's Citizens' Charter.

Key Responsibilities

Management/Administrative:

- Develops the Unit's Annual Operational Plans to be incorporated within the Branch's Operational Plan;
- Develops the Unit's Annual Budget and manages expenditure within budget ceilings;
- Develops and submits the Unit's monthly, quarterly, half-yearly and annual Reports for relevant internal and external stakeholders of the Ministry;
- Represents the Division at meetings, seminars, workshops, conferences and other fora;
- Liaises with the Cabinet Office and any other entity, public or private, involved in the planning, development and implementation of Customer Service initiatives;
- Participates in quarterly meetings of the Intra-Ministerial Customer Service Team and prepare relevant minutes and reports.

Technical/Professional:

- Maximizes customer operational performance by monitoring help desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques;
- Develops, recommends and implements new systems, procedures or working practices to improve customer service efficiency;
- Assists with the development of the Ministry's Mystery Shopper Programme and implements it in accordance with guidelines;
- Develops, collates and distributes Customer Service publications and articles;
- Ensures timely updates of the Ministry's initiatives and highlights on the Customers' Notice Board;
- Monitors the Complaints Management System to resolve customer complaints promptly;
- Monitors service level standards focused on response times and issue resolution;
- Conducts and/or facilitate Customer Service Training & sensitization (Head Office, Outstations, Departments and Agencies);

- Supports determination of customer service requirements by maintaining contact with customers; visiting operational environments; forming focus groups; analysing information and applications;
- Supports promotion and awareness of the customers to the Ministry's products and services;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- In collaboration with the Communication & Public Relations Unit, conduct relevant campaigns, expositions to increased awareness and promotion of the goods and services of the ministry and its agencies/departments.

Human Resource Management

- Coordinates and monitors the outreach work of the Branch;
- Monitors and evaluates the performance of direct reports, prepares performance appraisal and recommend and/or attaining established personal and/or organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit;
- Ensures the welfare and development needs of staff in the unit are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit's and branch's goals;
- Maintains, monitors Attendance Reports for all relevant members of staff.

Required Knowledge, Skills and Competencies

Core:

- Good oral communication skills
- Good written communication skills
- Good people management skills
- Good interpersonal skills
- Customer & quality focus skills
- Good planning & organizing skills
- Good problem solving & decision making skills
- Strong integrity

Technical:

- Good Customer Service Outreach skills
- Good Help Desk Management skills
- Good Research Methods & Data Analysis skills
- Good Training & Facilitation Skills
- Knowledge of the Ministry's Policies & Procedures
- Knowledge of GOJ Customer Service Policies & Procedures
- Knowledge of the MICAF's Citizens' Charter

Minimum Required Qualification and Experience

- Bachelor's Degree in Business Administration or Management or related field
- At least two (2) years' experience in customer service.
- Experience in outreach work
- Experience with Call Centres and Help Desk environments
- Experience in conducting research and analysing information
- Strong training & facilitation skills.

Specific Conditions associated with the job

- Island wide travelling
- Working extended hours

2. Manager, Customer Service Monitoring & Evaluation (GMG/SEG 2)

Job Purpose

Under the direction of the Director, Customer Service (GMG/SEG 3), the Manager, Customer Service Monitoring & Evaluation (GMG/SEG 2), is responsible for the coordination and implementation of the Ministry's Customer Service Monitoring & Evaluation Programme. Primarily, the Manager, Customer Service Monitoring and Evaluation will be responsible for monitoring and evaluating the value chain elements of: Service & Operational Planning, Service Awareness, Service Delivery Operations as well as general Customer Service Satisfaction.

The incumbent works closely with the Corporate & Strategic Planning Unit and Projects Management Unit in monitoring and evaluating Customer Focused Programmes and Projects across the MDA and its portfolio Agencies.

Key Responsibilities

Management/Administrative:

- Develops the Unit's Annual Operational Plans to be incorporated within the Branch's Operational Plan;
- Develops the Unit's Annual Budget and manages expenditure within budget ceilings;
- Develops and submits the Unit's Monthly, Quarterly, Half-Yearly and Annual Reports for relevant internal and external stakeholders of the Ministry;
- Represents the Division at meetings, seminars, workshops, conferences and other fora;
- Under the advice of the Director, Customer Service, liaises with relevant entities involved in the planning, development and implementation of Customer Service initiatives;
- Participates in quarterly meetings of the Intra-Ministerial Customer Service Team and prepare relevant minutes and reports.

Technical/Professional:

- Develops and implements the Customer Service Evaluation Programme in collaboration with the Corporate & Strategic Planning Unit of the Ministry;
- Monitor and evaluate overall progress on achievement of results based on the Customer Service Balanced Scorecard;
- Collects data, analyses and report on feedback from the Ministry's Mystery Shopper Programme;
- Conducts evaluation of the Customer Service Training/Sensitization Sessions (Head Office, Outstations, Departments and Agencies), in collaboration with the Human Resource Development Unit;
- Create and utilize a mix of feedback strategies to collect data on divisional services, the library services, website, YouTube, inclusive of the use of surveys, and focus group discussions;
- Conducts evaluation of the quality of products and service offerings of the Ministry, its portfolio agencies and departments;
- Evaluates internal Help Desk Services of Ministry;
- Develops and executes internal and external Customer Service Surveys to determine customer satisfaction. Analyze and report on findings on a regular basis;
- Recommends strategies to the Director, Customer Service for improving efficiency and effectiveness by identifying bottlenecks to minimize or eliminate such bottlenecks;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Prepares and submits Research Papers on Customer Service Programmes.

Human Resource:

- Coordinates and monitors the work of the M&E Unit of the Branch;
- Monitors and evaluates the performance of direct report, prepares performance appraisal and recommend and/or attaining established personal and/or organizational goals;
- Provides leadership and guidance to direct report through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit;
- Ensures the welfare and development needs of staff in the unit are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit's and division's goals;
- Maintains, monitors Attendance Reports for all relevant members of staff;

- Performs other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Oral communication skills
- Written communication skills
- Interpersonal skills
- Problem solving & decision making
- Customer & quality focus
- Planning & organizing
- Analytical & methodical
- Integrity

Technical:

- Research Methods
- Use of Statistical Software
- Data Analysis
- Database Software Development
- Knowledge of the Ministry's Policies & Procedures
- Knowledge of GOJ Customer Service Policies & Procedures

Minimum Required Qualification and Experience

- University Degree preferably in Business Administration, Economics or related field.
- At least three (3) years of experience in the design and implementation of M&E/MIS projects implemented by Government
- Experience in designing tools and strategies for data collection, analysis and production of reports
- Proven ICT skills, especially in the development of MIS Software using Database Software
- Expertise in analyzing data using Statistical Software;
- Experience in conducting research and analysing information
- Strong facilitation skills.
- Training in Supervisory Management would be an asset

Specific Conditions Associated with the Job

- Island wide travelling
- Working extended hours

Applications accompanied by Résumés should be submitted **no later than Friday, 1st May, 2026, to:**

**Senior Director
Human Resource Management and Development Division
Ministry of Agriculture, Fisheries and Mining
Hope Gardens
Kingston 6**

E-mail: jobopportunities@moa.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)**