Office of the Services Commissions
(Central Government)
Ministry of Finance and the Public Service Building
30 National Heroes Circle, Kingston 4
Jamaica, West Indies
Tel: 876-922-8600
Email: communications@osc.gov.jm
Website: www.osc.gov.jm

CIRCULAR No. 196 **23rd October, 2026**
OSC Ref. C. 6544[4]

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 **Independent Fiscal Commission:**

1. **Fiscal Research & Advisory Specialist (Level 7)** salary: $6,649,966 per annum.
2. **Macroeconomic Forecasting Analyst (Level 7) (*2 posts)*** salary: $6,649,966 per annum.
3. **Fiscal Research Analyst (Level 7) *(2 posts*),** salary: $6,649,966 per annum.
4. **Senior Internal Auditor (Level 7),** salary: $6,649,966 per annum.
5. **Legal Officer (Level 6),** salary: $5,457,937 per annum.
6. **Corporate Communication Officer (Level 5),** salary: $4,479,584 per annum.
7. **Public Procurement Officer (Level 3),** salary: $2,299,817 per annum.
8. **Customer Service Officer (Level 3),** salary: $2,299,817 per annum.
9. **Office Attendant (Level 1) (*2 posts*),** salary $1,018,136 per annum.

1. Fiscal Research & Advisory Specialist (Level 7)

Job Purpose

Under the general guidance of the Fiscal Commissioner, the Fiscal Research and Advisory Specialist has the responsibility for providing technical support to the Office of the Fiscal Commissioner, through the conducting of research and the provision of technical advice on issues relating to the economy and related developmental matters.

Key Responsibilities

Technical/Professional:

- Liaises with key stakeholders to co-ordinate technical assistance and ensures its effectiveness in decision-making;
- Provides analysis on technical papers/policy guidance, as provided by external stakeholders;
- Reviews documents and provides preliminary comments, so as to enhance evidence-based decision-making by the Fiscal Commissioner;
- Prepares and submits monthly, quarterly and annual reports;
- Provides strategic support through technical advice;
- Provides technical advice on how to improve the development and implementation of budgets, in line with best practices;
- Ensures co-ordination and liaison of the Fiscal Commission activities;
- Conducts research and provides information to assist in evidence-based decision-making;
- Evaluates and comments on proposals and recommendations from other Ministries and Departments, as well as private sector groups;
- Undertakes independent researches and reviews, analyses and summarizes technical papers and reports and gives comments;
- Provides speaking notes and/or provides background information for speeches and provides actual speeches/presentations;
- Collaborates with stakeholders in the identification of new areas of support and facilitates the implementation of new initiatives;
- Contributes to quarterly, mid-year and annual review/reporting;
- Contributes to the identification of risks and issues and the updating of the risk register;

- Provides timely inputs to reports on implementation, the achievement of outputs as well as reporting on progress towards outcomes;
- Promotes information sharing and co-ordination within the organization;
- Liaises with the relevant staff and other stakeholders to ensure that the Fiscal Commissioner is adequately prepared for technical meetings;
- Co-ordinates the Fiscal Commissioner's activities for Cabinet/Parliament and ensures that he/she is adequately prepared;
- Contributes to the arrangement of official functions hosted by the Fiscal Commissioner;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Excellent communication and interpersonal skills
- Excellent critical thinking, problem-solving and analytical skills
- High adaptability and knowledge-sharing/learning capacity
- High innovative thinking and ability to market new approaches
- Ability to work effectively on own initiative
- Ability to promote and maintain stakeholder management
- Ability to forge useful partnerships with people across functions and organizations
- Proficiency with relevant software and tools, such as Excel, R, Python
- Undisputed integrity and standing

Technical:

- Knowledge of the FAA Act, and other relevant regulations
- Knowledge of the GOJ Budgeting Process
- Working knowledge of Contract Management/Project Management and Risk Management
- Knowledge of economics and development matters
- Knowledge of micro and macro-economic theories
- Good knowledge of economic research and survey/sampling techniques

Minimum Required Qualification and Experience

- Master's Degree in Economics/Finance/Management Studies/Social Sciences or equivalent qualifications
- Working knowledge of fiscal policy and the GOJ's financing operations would be an asset
- Five (5) years of professional experience

OR

- Bachelor's Degree in Economics/Finance/Management Studies or equivalent qualifications
- Working knowledge of fiscal policy and the GOJ's financing operations would be an asset
- Eight (8) years of professional experience

Special Conditions Associated with the Job

- Pressured working conditions with numerous critical deadlines.

2. Macroeconomics Modelling and Forecasting (Level 9)

Job Purpose

Under the general guidance of the Senior Macroeconomic Modelling and Forecasting Analyst, the Macroeconomics Forecasting Analyst has the responsibility to conduct research and analysis on economic data/trends and produce forecasts, interpretive reporting and risk assessments to inform decision making.

Key Responsibilities

Technical/Professional:

- Utilizes economic theory and quantitative analysis to assess trends, evaluate economic issues, and predict future economic conditions;
- Collects and analyses economic data using statistical software and econometric methods;
- Develops economic models to forecast market trends and assesses the impact of economic policies;
- Interprets data on production, labour markets, financial market behaviour, and international trade;
- Prepares reports and presents findings to stakeholders, policymakers, or academic audiences;
- Monitors economic developments in specific sectors or regions;

- Evaluates the economic effects of legislation, regulations, and public policies;
- Contributes to policy recommendations based on economic analysis;
- Collaborates with cross-functional teams to provide insights on market dynamics;
- Keeps abreast of current economic literature, trends, and events to ensure analyses are up-to-date;
- Communicates complex economic concepts to non-expert audiences clearly and effectively;
- Facilitates decision-making based on accurate and insightful economic assessments;
- Develops and maintains relationships with key stakeholders in the public and private sectors.

Required Knowledge, Skills and Competencies

Core:

- Excellent communication and interpersonal skills
- Excellent critical thinking, problem-solving and analytical skills
- High adaptability and knowledge-sharing/learning capacity
- High innovative thinking and the ability to market new approaches
- Ability to work effectively on own initiative
- Ability to promote and maintain stakeholder management
- Ability to forge useful partnerships with people across functions and organizations
- Proficiency with relevant software and tools, such as Excel, R, Python
- Undisputed integrity and standing

Technical:

- Excellent knowledge of Economics, with a strong background in Public Finance /Public Sector Economics;
- Sound practical knowledge of macroeconomics, public sector economics and attendant quantitative tools;
- Excellent knowledge of the process, methods, and tools used in macroeconomic forecasting, assessing the confidence interval surrounding the baseline solutions and in analysing the impact of changes in exogenous assumptions or policies;
- Knowledge and understanding of the Jamaican public sector as well as international public finance;
- Experience in economic analysis and research;
- Good knowledge of results-based programme development and management.

Minimum Required Qualification and Experience

- Bachelor's Degree in Economics, Finance or a related discipline.
- Two (2) years of related professional experience

Special Conditions Associated with the Job

- Pressured working conditions with numerous critical deadlines.

3. Fiscal Research Analyst (Level 7)

Job Purpose

Under the general guidance of the Senior Fiscal Research Analyst, the Fiscal Research Analyst has the responsibility for analysing financial data and trends to assist in evidence-based decisions. This role contributes to budgeting, forecasting, and increasing the overall fiscal efficiency and stability of Jamaica.

Key Responsibilities

Technical/Professional:

- Prepares detailed analyses of revenue and expenditure developments;
- Generates forecasts of revenue and expenditure aggregates and the fiscal balance and discusses policy implications;
- Conducts group-based assessments of real-country case studies;
- Conducts macroeconomic and fiscal analysis to contribute to the assessment of the economy;
- Conducts financial analysis and forecasting of revenues and expenditures;
- Assists in the analysis of past and present financial data, trends, and costs and estimates future revenues and expenditures for the prepared budgets;
- Collects, analyses, and interprets fiscal data to provide actionable insights;
- Develops relevant models to support valuation, planning, and forecasting efforts;
- Prepares detailed reports that highlight the fiscal status and the opportunities or risks involved;

- Keeps abreast of market trends and industry conditions to forecast impacts on the county;
- Ensures compliance with financial regulations and maintains the integrity of financial data;
- Utilizes statistical software and spreadsheets to analyse financial data, create financial models, and support decision-making;
- Assists with the maintenance of databases and ensures that they consistently have up-to-date and accurate information;
- Prepares monthly, quarterly, and annual reports that provide executives with a basis for making long-term and short-term strategic decisions;
- Conducts comparative analysis and benchmarking for industry standards and best practices;
- Communicates fiscal insights and recommends to senior management for business decision support;
- Develops and maintains relationships with key stakeholders in the public and private sectors;
- Recommends strategies for continuous improvement to enhance the financial reporting system's effectiveness and efficiency.

Required Knowledge, Skills and Competencies

Core:

- Good communication and interpersonal skills
- Strong analytical, critical thinking and problem-solving skills
- High adaptability and knowledge-sharing/learning capacity
- High innovative thinking and ability to market new approaches
- Ability to work effectively on own initiative
- Ability to promote and maintain stakeholder management
- Ability to forge useful partnerships with people across functions and organizations
- Proficiency with relevant software and tools, such as Excel, R, Python
- Undisputed integrity and standing

Technical:

- Knowledge of Economics, with a strong background in Public Finance /Public Sector Economics
- Practical knowledge of macroeconomics, public sector economics and attendant quantitative tools;
- Excellent knowledge of research methodologies;
- Knowledge and understanding of the Jamaican public sector as well as international public finance;
- Experience in economic analysis and research;
- Good knowledge of results-based programme development and management

Minimum Required Qualification and Experience

- Bachelor's Degree in Economics, Finance or a related discipline
- Two (2) years of related professional experience

Special Conditions Associated with the Job

- Pressured working conditions with numerous critical deadlines

4. Senior Internal Auditor (Level 7)

Job Purpose

Reporting to the Fiscal Commissioner, the Senior Internal Auditor (SIA) is responsible for planning and conducting technical, operational, financial and compliance audits at the IFC. The SIA will evaluate and provide advice and recommendations to improve the efficiency and effectiveness of internal control systems and carrying out follow up of issues identified. The Senior Internal Auditor is also responsible for directing, leading, planning, coordinating and monitoring the operations of the Internal Audit Division.

Key Responsibilities

Management/Administrative:

- Ensures the maintenance of the records management/filing system and ensures the security of audit files;
- Develops objectives, policies and work programmes and promotes a high level of management practices in the Unit and the Commission on a whole;
- Represents the Commission at the relevant fora as directed by the Fiscal Commissioner;

- Performs all other related duties and functions as may be required from time to time.

Technical:

- Establishes risk profile of the Commission and conducts risk assessment to determine audits to be conducted;
- Develops and delivers Annual Audit Plan of the areas identified for audit examination;
- Sets Divisional performance targets and time schedules and monitors activities to ensure these are achieved;
- Leads sensitive/technical assignments, reviews audit files and working papers;
- Prepares final audit reports of findings, recommendations and/or other relevant comments to stakeholders (Fiscal Commissioner or Directors concerned);
- Recommends corrective actions for weaknesses identified in financial, management, operational and other systems;
- Operates as subject matter expert and provides advice to executive management and line managers on matters relating to areas within their span of control;
- Coordinates the distribution of and manages feedback and follow-up procedures on audit results;
- Supports the Fiscal Commissioner at the relevant Committees of Parliament;
- Attends Court, and other technical meetings as required;
- Prepares and submits quarterly reports to the Fiscal Commissioner, the Ministry of Finance & Public Service and any other relevant committee;
- Reports all cases of loss or suspected irregularities to the Fiscal Commissioner, Ministry of Finance and the Auditor General and recommends appropriate action;
- Participates in the Senior Leadership Meetings to provide advice to the Commissioner and Directors in the formulation of policy decisions, addressing staff matters relating to the delegation of functions; table monthly reports on accounting and financial matters and to assist in the development of the IFC's Corporate Plan;
- Liaises with the External Auditors where necessary;
- Keeps abreast of current and emerging audit trends and best practices and utilizes them for continuous improvement of the services provided by the Unit.

Required Knowledge, Skills and Competencies

Core:

- Knowledge of the Financial Administration and Audit (FAA) Act
- Knowledge of the Government Accounting Principles and Practices
- Excellent knowledge of Government contracts and procurement procedures and guidelines
- Knowledge of laws, regulations, staff orders, circulars and procedures relating to the organization's operations
- Expert knowledge of accounting principles and practice
- Knowledge of the use of project management methodologies, tools and techniques
- Expert knowledge of auditing techniques, standards and procedures and methodology
- Knowledge and skills for improving business processes
- Basic training in the various accounting software
- Ability to conduct risk management.

Technical:

- Excellent planning, organizing and analytical skills
- Strong written and oral communication and presentation skills
- Strong interpersonal skills
- Excellent leadership skills
- High levels of integrity, professionalism and honesty
- Attention to detail
- Highly developed investigative skills

Minimum Required Qualification and Experience

- First Degree in Accounts, Finance, Business Administration, or ACCA Fundamentals or equivalent;
- A minimum of five (5) years' auditing experience.
- Successful completion of relevant government auditing courses and professional audit training would be an asset.

Special Conditions Associated with the Job:

- Required to travel for site visits, project assessments and meetings.
- Working beyond normal hours of work may be required from time to time.

- Exposure to personal security risks.

5. Legal Officer (Level 6)

Job Purpose

Under the general direction of the Senior Legal Officer, the Legal Officer reviews, and researches relevant legislation and provides advice and guidance on a range of legal matters to support the work of the Commission.

Key Responsibilities

Technical:

- Conducts legal research to provide legal guidance and support in furtherance of the mission-critical functions of the Commission;
- Prepares written opinions and advice on legal matters impacting the Commission;
- Provides legal input as required for the preparation of Cabinet Submissions and Drafting Instructions in respect of items on the legislative programme;
- Assists in the preparation of Bills for tabling and provides legal support in the preparation of Briefs;
- Attends sittings of Parliament including Committees of Parliament, and provides clarification on Bills as required;
- Prepares, reviews and amends legal documents or instruments required by the Commission;
- Drafts or reviews Agreements, Contracts, Memoranda of Understanding and other documents;
- Supports the preparation of legal briefs to support the escalation of nuanced or highly complex legal matters or matters of national importance;
- Prepares briefs to the Department of Legal Reform or the Office of the Chief Parliamentary Counsel regarding draft Cabinet Submissions;
- Provides comments on draft Bills or draft policy papers;
- Reviews material to be provided by the organization in response to queries by the Integrity Commission, Requests under the ATI Act, and other appeals;
- Provides updates on legal matters and attends hearings on behalf of the Commission;
- Reviews and advises on legal implications of internal policies and procedures;
- Remains current on GOJ policies/initiatives in an effort to add value and inform decision-making;
- Keeps abreast of other legislation that may influence the organization directly or indirectly and ensure the organization's compliance with these legislations;
- Remains competent and current through self-directed professional reading, developing professional contacts with colleagues, maintaining membership in professional organizations and participating in Attorney General Chambers initiatives.

Management/Administrative:

- Participates in the development, implementation and maintenance of policies and procedures to guide the operations of the organization;
- Supports the preparation of Technical Briefs for the Commissioner as required;
- Prepares and submits reports as required and ensures timely submission of all documents/information;
- Represents the Commission at meetings, conferences, seminars;
- Keeps abreast of international conventions related to the organization's activities and interprets and advises on their implications for the Commission.

Required Knowledge, Skills and Competencies

Core:

- Excellent interpersonal and team building skills
- Excellent communication skills
- Strong analytical and problem-solving skills
- Good customer relations skills
- Excellent planning and organizing skills
- Excellent judgment and decision-making skills
- Ability to influence and motivate others
- Proficiency in the use of relevant computer applications

Technical:

- Legal research and analytical skills
- In-depth and extensive knowledge of the Laws of Jamaica and the broad field of Public Law and Public International Law
- Highly developed knowledge of the mandate, objectives, strategies, policies, and environment of the Fiscal Commission
- Excellent knowledge of the legal system and the legal framework of Government
- Ability to analyze and interpret changes in the economic, political and social environment and the legal implications to the operations of the Commission
- Ability to exercise sound judgement and convictions of purpose in unfavourable or unpopular situations
- Problem solving and negotiation/facilitation skills and experience
- An excellent understanding of the Machinery of Government, including particularly the Jamaican context and the current challenges facing the GOJ.

Minimum Required Qualification and Experience

- Bachelor of Laws Degree;
- Legal Education Certificate;
- At least five (5) years' experience as a practicing Attorney in the private or public sector, at least three (3) years of which should be in the public sector.

Special Conditions Associated with the Job

- Extended hours may be required to meet project deadlines;
- Ability to travel overseas and locally on work related business;
- Ability to work under pressure.

6. Corporate Communication Officer (Level 5)

Job Purpose

Under the general direction of the Director, Corporate Communications and Public Relations, the Corporate Communications Officer is responsible for the Fiscal Commission's social and virtual media landscapes to increase awareness of its policies, programmes, and projects; to translate dense macroeconomic data, fiscal rules evaluations, and financial assessments into accessible, visual, and plain-language content ensuring that the Commission's initiatives reach all stakeholders. The Corporate Communications Officer also provides inputs to the design, management, and implementation of the communications and publication strategies.

Key Responsibilities

Technical/Professional:

- Researches, develops, implements, and evaluates the parameters for the communication strategies;
- Promotes the Commission's programmes and initiatives through various media, ensuring consistency across all platforms;
- Creates, curates, and manages all published content (images, video and written);
- Conducts online advocacy and open stream for cross-promotions;
- Designs (i.e.: Facebook Timeline cover, profile picture, thumbnails, ads, landing pages, X profile, Instagram, and blog);
- Designs, creates and manages promotions and social ad campaigns;
- Advocates for the organization in Social Media spaces, engaging in dialogues and answering questions where appropriate;
- Identifies, reports, and monitors social media trends that can position the organization in a positive light and encourage the adoption of social media tools, applications, and channels among stakeholders;
- Ensures that all communication strategies are compliant with the regulations and media guidelines;
- Assists in preparing organizational documents such as periodic reports, corporate profiles, and submissions;
- Assists with the design and publication of an e-newsletter and other promotional items such as brochures, graphics, videos, etc.;
- Provides photography, basic video recording, and live digital updates for Commission events, report launches, public engagements, and stakeholder briefings;
- Translates complex macroeconomic reports, fiscal rule evaluations, and technical statements into public-friendly explainers, carousels, infographics, and short videos;

- Manages and curates day-to-day content for the Commission's official platforms including LinkedIn, Instagram, Facebook, Threads, WhatsApp Channels, and the corporate website;
- Drafts press releases, media advisories, and op-ed formatting;
- Logs media inquiries;
- Maintains the media contact database;
- Assists with press conference setup;
- Conducts daily media tracking (print, broadcast, and digital) for coverage on the Fiscal Commission, macroeconomic developments, and fiscal policy issues and prepares daily media summary clips for executive leadership.

Management/Administrative:

- Contributes to the development of the Division's Operational Plan and Budget.
- Develops Individual Work Plans aligned with corporate goals;
- Prepares activity reports, metrics presentations, and project documentation as required;
- Represents the Directorate at meetings, workshops, and seminars as designated.

Customer Service:

- Maintains high standards of professional responsiveness when handling public and media inquiries;
- Incorporates stakeholder feedback into content design to continuously improve public understanding;
- Performs all other duties and functions as may be required from time to time.

Required Knowledge, Skills and Competencies

Core:

- Excellent written, verbal, and visual communication skills.
- Strong interpersonal and stakeholder engagement skills.
- Sound analytical ability and attention to detail.
- Excellent organizational and time-management skills.
- High degree of integrity, professionalism, and confidentiality.

Technical:

- Sound knowledge of corporate communication, public relations, and media relation principles and practices.
- Basic literacy in public finance, fiscal policy, and macroeconomic concepts, with the ability to simplify technical data.
- High proficiency in graphic design, photo, and short-form video editing tools (e.g., Canva, Adobe Creative Cloud / Photoshop / Illustrator / Premiere Pro).
- Experience managing corporate social media platforms (LinkedIn, Instagram, Facebook, Threads, WhatsApp) and web Content Management Systems (CMS/WordPress).
- Knowledge of email marketing tools (e.g., Mailchimp) and digital analytics.
- Sound understanding of government machinery, media landscapes, and official protocol.
- Proficiency in Microsoft Office Suite (Word, PowerPoint, Excel).

Minimum Required Qualification and Experience

- Bachelor's degree in media/communication studies, Mass Communication, Digital Content Creation, Public Relations, or a related discipline.
- Two to three (2–3) years of practical experience in digital content creation, graphic design, social media management, media relations, or corporate communications -preferably within a corporate, public sector, or financial/economic institution.

Special Conditions Associated with the Job

- Fast-paced environment with tight deadlines requiring high stress tolerance.
- Standard office setting with specialized visual and digital design software.
- Occasional working outside standard business hours to cover events, manage press disclosures, or monitor emerging media developments.
- Local travel may be required.

7. Public Procurement Officer (Level 3)

Job Purpose

Under the general supervision of the Manager, Public Procurement, the Public Procurement Officer is responsible for coordinating the procurement processes required for the acquisition of goods and services essential for the operation of the IFC. The incumbent will ensure that all procurements are conducted in accordance with the Government of Jamaica procurement guidelines and procedures (Public Procurement Act 2015).

Key Responsibilities

Technical/Professional:

- Assists in the preparation of tender notices and advertisements;
- Prepares RFQ for goods, general services and minor works;
- Obtains quotations/tenders from appropriately qualified suppliers;
- Maintains procurement records in good order to facilitate audit and other reviews;
- Assists in the preparation of Quarterly Contracts Award Reports to be submitted to the Integrity Commission;
- Maintains the procurement filing system in a systematic manner;
- Receives, compiles and processes purchase requisition forms for all departments for the procurement of goods;
- Maintains a list of vendors and contractors supplying various items and services;
- Checks invoices to ensure correct price, follow through to ensure that materials ordered have been received, examines the condition of materials received, and recommends invoices for payment;
- Maintains procurement records such as items or services purchased costs, delivery, product quality or performance and inventories, compiling data on these for internal monthly reports;
- Assists in the preparation of reports for procurement meetings.

Management/Administrative:

- Maintains good customer service principles and standards;
- Performs all other related duties and functions as may be required from time to time.

Required Knowledge, Skills and Competencies

Core:

- Oral and written communication
- Customer & quality focus
- Teamwork & cooperation
- Integrity
- Interpersonal skills

Technical:

- Strong customer service focus and commitment to providing quality customer service with demonstrated ability to relate to people from various backgrounds;
- Knowledge of Government Procurement guidelines and procedures;
- Knowledge of office management principles, practices and procedures;
- Aptitude for developing and maintaining collaborative relations with team members both within and outside the IFC;
- Knowledge of computerized systems and software, with an emphasis on the MS Office suite and projects.

Minimum Required Qualification and Experience

- Diploma in Management Studies, Public Administration, Public Sector Management or any related field;
- Three (3) years related procurement experience.

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software.
- The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions.

8. Customer Service Officer (Level 3

Job Purpose

Under the general direction of the Office Manager, the Customer Service Officer is responsible for ensuring that the IFC PBX system is monitored, customer service requests/enquires/issues/complaints are actioned, processed and recorded accurately and in a timely manner at the reception counter.

Key Responsibilities

Technical/Professional:

- Delivers quality customer service and projects a positive imagine of the IFC in a professional and courteous manner;
- Registers/logs all customers' requests/issues, including compliments and complaints, ensuring accurate information is entered into related systems;
- Provides accurate information and resolve customer (internal and external) enquires/issues/complaints received via the PBX system, reception counter or mail in a professional and timely manner;
- Liaises as required with staff members from other divisions of the Commission to gain information and to resolve customer issues and complaints;
- Escalates complex issues and complaints to the Office Manager in keeping with established standards and Service Level Agreements;
- Captures statistics and prepares reports as directed by the Office Manager;
- Remains up to date of the IFC's policies, programmes, activities and services to provide timely and appropriate information to customers;
- Advises Office Manager of customer service trends and assists with proactive strategies to ensure best practice customer service initiatives;
- Promotes and projects the IFC's commitment as a client focused organisation with adherence to GOJ's Customer Service standards;
- Adheres to GOJ's Customer Service standards, principles, policies and service level agreements;
- Provides support and accurate and timely responses to requests for information both written and verbal;
- Monitors procedures to improve performance in administrative and workflow processes;
- Continually seeks and explores improvements in systems and processes to achieve improvements in customer service.

Management/Administrative:

- Develops Individual Work Plans based on alignment to the overall plan for the section;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares reports and documents as required.
- Performs all other related duties and functions as may be required from time to time.

Required Knowledge, Skills and Competencies

Core:

- Oral Communication
- Written Communication
- Customer & Quality Focus
- Teamwork;
- Integrity;
- Interpersonal Skills

Technical:

- Strong customer service focus and commitment to providing quality customer service with demonstrated ability to relate to people from various backgrounds;
- Communication and interpersonal skills characterised by patience, clarity and empathy at a personal, written and telephone level;
- Ability to use tact, diplomacy and negotiating skills when handling difficult customers to achieve a positive outcome;
- Good organisation and time management skills to organise own work;
- Ability to maintain confidentiality at all times;
- Ability to work in an area with changing and sometimes conflicting priorities;
- Ability to maintain productive and efficient output in a busy work environment;
- Good listening skills and the ability to work under pressure;
- Numeracy skills, attention to detail and keyboard skills.

Minimum Required Qualification and Experience

- Associate Degree in Management Studies, Public Administration, Business Administration or a related discipline;
- Specialised training in Customer Service would be an asset;
- Two (2) years related experience.

Special Conditions Associated with the Job

- Work will be conducted in an office outfitted with standard office equipment and specialized software.
- The environment is fast paced with on-going interactions with critical stakeholders and meeting tight deadlines which will result in high degrees of pressure, on occasions.

9. Office Attendant (Level 1)

Job Purpose

Under the supervision of the Office Manager, the Office Attendant is responsible for ensuring that the support duties which involve office maintenance, packing, moving, and picking up/delivering products/furniture, and other general office services are done on time and in accordance with the request.

Key Responsibilities

Technical/Professional:

- Ensures the maintenance of the offices at the beginning of the workday by opening the offices, cleaning them, turning off the floodlights etc.;
- Ensures that the offices are secured at the end of the workday by checking the doors and windows of the buildings, turning off the air conditioning unit and lights;
- Ensures that furniture, equipment and appliances are removed and placed appropriately;
- Ensures that documents are delivered to the respective officers;
- Coordinates the collection and storage of official documents for disposal;
- Ensures the delivery of meals and refreshments to the respective parties and locations;
- Coordinates the removal/relocation of furniture and equipment;
- Liaises with Office Manager on operational matters;
- Maintains customer service principles, standards and measurement;

Required Knowledge, Skills and Competencies

Core:

- Interpersonal Skills – Possess good interpersonal skills;
- Initiative - Ability to exercise initiative and sound judgment;
- Quality of Output - Deliver output of a consistently high quality;
- Teamwork – Ability to work efficiently in a team environment;
- Job Attitude – Possess a positive job attitude;
- Official Conduct – Demonstrate proper official conduct.

Technical:

- Working knowledge of office ancillary work;
- Working knowledge of hospitality management;
- Working knowledge of established hygiene standards;
- Working knowledge of office decorum.

Minimum Required Qualification and Experience

- Grade nine (9) level education;
- Four (4) years' experience in ancillary services at a supervisory level;
- Food Handler' Permit.

Special Conditions Associated with the Job

- Work involves bending, stretching, and lifting;
- May be required to work beyond normal working hours and on special occasions.

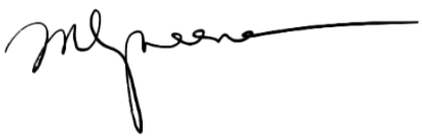
Applications accompanied by résumés should be submitted **no later than Thursday, 5th October, 2026 to:**

Director, Human Resource Management and Development
The Independent Fiscal Commission
24-26 Grenada Crescent, Kingston 5

Email: ifcommission1@gmail.com

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