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CIRCULAR No. 202 **29th October, 2026**
OSC Ref. C.6000[8]

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fil the following **vacant** posts in the **Major Organised Crime & Anti-Corruption Agency (MOCA):**

1. **Senior Accountant, Payroll (Level 3)**
2. **Customer Care Assistant (Level 2)**
3. **Groundsman (Level 1)**
4. **Office Attendant (Level 1)**

1. Senior Accountant, Payroll (Level 3)

Job Purpose

The incumbent is responsible for salary and benefits related payments to MOCA Staff.

Key Responsibilities

To effect timely and accurate salary and benefits related payments to all MOCA and staff, the accurate recording of Salary and Salary Related expenses and associated relate payroll liabilities.

- As required, updates the master data of the MOCA Payroll System to reflect changes in tax thresholds, tax and contribution rates;
- Updates bank and EFT details in the MOCA Payroll System;
- Receives payroll master data changes from MOCA HR, logs receipt details and verifies that updates are entered by Payroll Officers;
- Uses the MOCA Payroll application to process the “exempt” payroll for MOCA employees for approval at the appropriate authority level;
- Reviews the monthly payroll and passes for payment;
- Reviews any special payroll that have been created during each month and passes for payment;
- Forwards the payroll related Journal entries and supporting documentation that interface with the Payroll System to the MOCA General Ledger and Payables Unit for entry to the GL and processing of payroll tax and deduction payments.

To ensure the integrity of the MOCA General Ledger in relation to the payroll liability accounts.

- Reconciles Monthly payroll, clearing account and payroll liability accounts assigned by the Financial Accountant;
- Ensures previously identified corrections are made, identifies issues to be resolved and highlights process integration issues that are causing payroll related issues.

To build a strong and capable Payroll Processing Team within MOCA.

- Assures that there is alignment between the activities of the Payroll Accounting Team and the goals set for the Finance Unit by cascading the Branch’s Performance Commitments down through the Payroll Team in the form of Tasks and Targets that are set annually for all staff in the Team;
- Identifies competency and skills gaps within the Unit and works with the Chief Accountant and HR to fill those gaps;
- Monitors the achievement of development objectives for staff within the Unit;
- Completes individual Performance self-assessment and ensures that all direct reports do the same;
- Manage issues of staff performance, discipline and conduct as required.

Required Knowledge, Skills and Competencies

Core

- Developing self (continuous learning)
- Flexibility & adaptability
- Change leadership
- Innovative thinking
- Problem solving & critical thinking
- Strategic thinking
- Decisiveness
- Results/goal oriented
- Stewardship, responsibility & accountability
- Persuasiveness in communication
- Self-confidence & courage of conviction
- Team work
- Team leadership
- Relationship building & networking
- Emotional intelligence
- Self control & composure

Technical

- Skill in the used of computerized payroll packages.
- Skill in the use of accounting packages (ACCPAC, FINMAN, Dynamics, or similar Enterprise multi-user application) where business users in discharging their accountabilities, are effecting accounting transactions.
- Sound knowledge of accounting theory and the application of relevant International Public Sector Accounting Standards (IPAS) and the International Accounting Standards (IAS) from which they are drawn
- Knowledge of Business Process Improvement Methodologies

Minimum Required Qualification and Experience

- Associate Degree in the Business Administration, Finance, Accounting or a related field.
- Pursuing an internationally recognized accounting designation (CA, CPA, CMA. ACMA, ACCA, CGA).
- Minimum of four (4) years' experience in the accounting field with experience in payroll processing.
- Hands on experience in the use of IT based integrated accounting and reporting application and payroll processing and reporting systems.

Special Conditions Associated with the Job

- There are no significant personal security risks associated with performing this role
- May be required to work beyond the normal working hours
- May be required to work on weekends and public holidays

2. Customer Care Assistant (Level 2)

Job Purpose

Under the supervision of the Office Services Supervisor, the incumbent is responsible for representing the Agency at the point of entry by greeting and providing information to visitors, clients and customers, as well as collecting and routing mail across the organization driven by service excellence, while operating the Switchboard to route calls in and out of the Agency.

Key Responsibilities

To provide service excellence to all stakeholders in a friendly, respectful manner, receiving calls and routing them as per the policy of the Agency and to handle customer complaints

- Greets clients as the first point of interaction for the Agency, processing them as per the entity's protocol for visitors' registration, and assisting or directing them to respective areas of the Agency or appropriate staff members;
- Ensures that members of staff are notified of visitors in a timely manner;

- Conveys the right image of the Agency through the provision of courteous service, proper decorum, office deportment consistently high level of customer service and integrity, internally and externally;
- Ensures that the log book is signed by the visitors on entering and leaving the building, assigning and retrieving the visitor's ID Card;
- Directs all customers with complaints as instructed;
- Handles all incoming calls with respect and professionalism, transferring callers to the required extensions;
- Screens incoming calls appropriately;
- Receives, sorts and distributes incoming mail and dispatches outgoing mail, as and when required;
- Uses conflict resolution skills to resolve issues with clients and colleagues;
- Addresses client concerns promptly and effectively to resolve issues before they escalate;
- Maintains a clean and organized Reception area for receipt of visitors and employees;
- Manages and responds to emails, including forwarding messages appropriately and in a timely manner;
- Provides administrative and clerical assistance and support, as and when required.

To provide current and factual general information on the Agency to the public as required:

- Answers queries directed by external stakeholders regarding MOCA's general operations;
- Gains information concerning the functions of the Agency to meet the general queries of the public;
- Keeps abreast of changes/information within the Agency in order to advise callers and visitors.

To facilitate various processes involving the scheduling of participants within the waiting area:

- Secures list provided of visitors for meetings and interviews;
- Monitors candidates' arrival and departure during interviews;
- Notifies the coordinator of meetings and interviews promptly of relevant visitor's arrival;
- Creates a seamless customer experience and ensure efficient workflow;
- Keeps track of appointments and manage double bookings.

To prepare and generate reports on monthly/weekly activities:

- Maintains a log book of visitors' entering and leaving the building/floor;
- Records cases reported and requests made of the Agency by the public for information;
- Creates and maintains spreadsheets, entering data into a customer relations database;
- Keeps a record of daily activities/performance in the log book;
- Maintains an Operator Register of all persons who assist at the Receptionist's post;
- Maintains a current internal directory;
- Performs any other support duties as might be assigned that can be reasonably expected of the job level, including general administrative and clerical duties, when required.

<u>Required Knowledge, Skills and Competencies</u>

Core

- Flexibility & adaptability
- Customer & quality focus
- Team work and cooperation
- Integrity
- Compliance
- Interpersonal skills
- Self-confidence
- Emotional intelligence*
- Self-Control & composure*
- Deportment
- Initiative
- Effective verbal and written communication skills
- Good customer service skills
- Good public relations skills

Technical

- Proficiency in the operation of the Switchboard
- Displays sound work ethics, flexibility and must be respectful
- Excellent listening skills

- Displays integrity and professionalism
- Excellent office etiquette
- General knowledge of the areas within the Agency
- Knowledgeable about the security and emergency protocols of the Agency
- Use of technology – proficiency in the use of relevant computer applications
- Good knowledge of functions and mission of the Agency
- Excellent knowledge of telephone techniques and switchboard operations

Minimum Required Qualification and Experience

- Diploma in related field
- Certificate in Customer Relations/Service Management
- Certificate in Telephone Operating
- Minimum of two (2) years' Clerical/Secretarial experience or worked in a similar capacity
- One (1) year's related experience in a similar capacity including operating the switchboard or similar equipment
- Have thorough working knowledge and experience in Microsoft Office Suite
- Knowledge of customer service principles and practices
- Customer Service or related formal certification

Special Conditions Associated with the Job

- Sitting for long hours
- Talking for long hours
- Office hours may vary, requiring work outside of normal office hours on special occasions

3. Groundsman (Level 1)

Job Purpose

Under the supervision of the Facilities Supervisor, the Groundsman performs and conducts landscaping and maintenance activities, ensuring that well thought out plans are implemented to enhance the aesthetics of the grounds and the offices of the Major Organised Crime & Anti-Corruption Agency (MOCA).

The Groundsman also provides routine maintenance and moving functions on the premises and across the Agency's Offices, as required.

Key Responsibilities

To ensure the provision of superior and professional maintenance services

- Complies with the MOCA's SOP concerning ethics, confidentiality, and security procedures, while executing duties;
- Assists with the movement and assembly of office furniture, equipment, stationery and other office related items and goods;
- Assists with loading and unloading of goods delivered/dispatched;
- Completes minor repairs like switching lightbulbs and unclogging drains and toilets;
- Cleans and maintains all drains;
- Sanitizes garbage bins and skips;
- Responsible for securing windows, doors and the property at the end of each day as well as providing access each morning;
- Cleans and washes areas of the building and clears sections with cobwebs where necessary;
- Observes all health and safety, risk, regulatory and security measures.

To tend and nurture the Agency's gardens and green spaces maintaining order and beauty

- Responsible for the maintenance of green space(s) and walkways, ensuring that green areas are always healthy and beautiful by;
    - keeping the area clean and neat, clearing leaves,
    - pruning and trimming trees and shrubs;
    - planting, watering, and nurturing plants;
    - installs and maintains seasonal plants.
- Mulches, edges and weeds gardens by weeding, cutting and mowing the green area(s) periodically, as is necessary, fertilizing green spaces, and removing weeds;
- Monitors and maintains the health of plants in the gardens of the Agency's locations by:

  - watering plants;
  - performing fertilization, as is necessary;
  - Handling pest problems that could damage plants.
- Maintains the grounds by sweeping, collecting and disposing of waste rubble and debris on a daily basis.

To operate and maintain gardening and landscaping equipment and tools.

- Uses common cleaning tools and outdoor power/landscaping equipment, including mowers/weed whacker and trimmers;
- Adheres to health and safety regulations while using fertilizers and chemicals;
- Effects minor repairs to equipment and tools as is necessary, from time to time;
- Notifies supervisors or managers of major repairs;
- Maintains all gardening equipment and machinery, like mowers/weed whacker, trimmers and leaf blowers;
- Organizes the janitor's closet and stores all supplies and tools.

To assure clean and sanitary common office spaces at assigned locations

- Washes windows and fans, as required;
- Takes out the trash at the end of each day and ensures proper disposal;
- Cleans, wipes and sanitizes surfaces.

Administrative Support

- Adheres to safety rules and precautions, while utilizing chemicals and equipment;
- Complies with Agency's policies and SOPs;
- Ensures the proper stocking of cleaning and gardening supplies.

Performs office services duties

- Prepares established maintenance schedule, reports and checklists;
- Performs any other relevant duties, as assigned.

<u>Required Knowledge, Skills and Competencies</u>

Core

- Must be functionally literate (ability to read and write)
- Strong customer orientation
- Demonstrates professional outlook
- Excellent team player
- Good communication and interpersonal skills
- Disciplined work ethic
- Good planning and organizing skills
- Understands the necessity for confidentiality
- Honest and displays exemplary integrity
- Displays sensitivity to and awareness of the needs of others
- Pleasant, good-natured and cooperative
- Must be able to follow instructions and accept guidance
- Ability to communicate effectively with a wide range of people

Technical

- Competent at basic building repairs and maintenance
- Ability to use small industrial/electrical/mechanical equipment
- Knowledge of health and safety procedures and precautions
- Ability to regularly handle/carry items
- Ability to use standard gardening tools
- Strong and practical knowledge of plant care and maintenance
- Works well independently and also with minimal supervision
- Ability to work using own initiative
- Possesses strong time management skills
- Completes tasks in a timely manner
- Ability to lift at least 25 pounds
- Handles basic maintenance, building repairs, cleaning, and other janitorial work
- Basic math skills
- Able to exercise problem solving skills
- Able to work safely with a variety of cleaning supplies
- Able to use basic cleaning equipment
- Attention to detail
- Physical stamina

Minimum Required Qualification and Experience

- High School Diploma
- NVQ Level 1 or related certificate in Landscaping
- Two (2) years' related work experience in a similar environment

Special Conditions of the Job

- Duties require incumbent to work outdoors in inclement weather from time to time
- Duties require incumbent to perform a variety of physical labour activities, including climbing ladders, bending, kneeling, reaching, and standing for long periods of time.
- Depending on the nature of the case, the incumbent may be placed in a hazardous situation
- Required to work beyond normal working hours, whenever the need arises
- May be required to work on weekends and public holidays
- Physical effort will be required e.g. off-loading packages, lifting heavy items.

4. Office Attendant (Level 1)

Job Purpose

Under the supervision of the Office Services Supervisor, the Office Attendant is responsible for the general maintenance, orderliness, cleanliness and safety of the Agency's locations. The incumbent contributes to creating a positive and productive work environment for the organization through the provision of ancillary services by way of sanitation of all assigned locations, distribution of confidential and general files and correspondence, preparation and serving of refreshments, maintenance of lunch rooms and related equipment, as well as duplication and collation of documents. Additionally, the incumbent will be responsible for minor administrative tasks.

Key Responsibilities

To provide sanitary, orderly and safe working areas

- Ensures that the various work and common spaces are kept clean & safe;
- Ensures that conference, training and general meeting rooms are properly prepared, (well maintained) prior to meetings: cleaned, cleared and adequately stocked and prepared;
- Empties, washes and replaces waste bins on a daily basis, as is required;
- Dusts and cleans offices, furniture, equipment (computers, printers etc.), tiles, carpets and the general office environment;
- Cleans and maintains refrigerators, microwaves and other kitchen equipment and appliances;
- Maintains kitchen utensils and related equipment.

To provide hospitality services to staff

- Prepares and serves refreshments/meals at meetings, conferences, events and functions, as required;
- Stocks and replenishes supplies within meeting rooms and kitchenettes;
- Advises Office Service Clerk when supplies are needed;
- Ensures conference rooms are securely locked after work.

To perform minor administrative tasks/office services duties

- Provides relief to Receptionist/Front Desk Officer, as is necessary by:
  - Answering telephones and directing calls to the correct persons or Sections/Units;
  - Greets visitors and provides them with information or assistance;
  - Collects correspondence and packages, and ensures delivery to the appropriate Officer;
- Assists with the copying and collation of interview documents, as well as other packages as is necessary;
- Collects, sorts, delivers and retrieves mail, packages, files and other documents to and/or from respective locations;
- Ensures that all mail are accounted for;
- Makes photocopies or prints document, as needed;
- Scans and saves documents, as required;
- Performs basic data entry functions, as required;

- Maintains a professional and pleasant demeanour while interacting with colleagues, clients and visitors.

To secure and manage office supplies and inventory

- Manage the usage and distribution of stock, re-ordering to ensure stock levels are maintained;
- Ensures that office resources (including cleaning agents) are secured and accounted for;
- Performs miscellaneous office services duties;
- Performs any other relevant duties as assigned.

Required Knowledge, Skills and Competencies

Core

- Previous experience in the food and beverage sector would be a distinct asset
- Must be functionally literate (ability to read and write)
- Strong customer orientation
- Demonstrates professional outlook
- Team player
- Excellent interpersonal skills
- Disciplined work ethic
- Good planning and organizing skills
- Understands the necessity for confidentiality
- Honest and displays integrity
- Displays sensitivity to and awareness of the needs of others
- Pleasant, good-natured and cooperative
- Must be able to follow instructions and accept guidance
- Ability to communicate effectively with a wide range of people

Technical

- Knowledge of the Agency's policies and procedures
- Training in food preparation would be an asset
- Ability to operate office equipment
- Proven experience as custodian, janitor or in a similar role
- Knowledge of use and maintenance of industrial cleaning equipment and appliances
- Knowledge of standard cleaning methods and procedures
- Ability to stand, walk, and bend for many hours.
- Ability to perform repetitive motion for long periods of time
- Ability to work a flexible work schedule.

Minimum Required Qualification and Experience

- Secondary level education
- Two (2) years related work experience
- Formal Customer Service certification would be an asset
- Valid Food Handlers permit

Special Conditions Associated with the Job

- There are minimal personal security risks associated with performing this role
- Depending on the nature of the case, the incumbent may be placed in a hazardous situation
- Required to work beyond normal working hours whenever the need arises
- May be required to work on weekends and public holidays
- Occasionally, exposure to dust
- Physical effort is required e.g. frequent walking and standing

Applications accompanied by Résumés should be submitted **no later than Wednesday, 11th November, 2026 to:**

Director, HR & Office Services
Major Organised Crime & Anti-Corruption Agency
2nd Floor, North Tower
2 Oxford Road,
Kingston 5

Email: recruiting@moca.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