



## Office of the Services Commissions

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### **CIRCULAR No. 196** **OSC Ref. C. 6528<sup>13</sup>**

2<sup>nd</sup> June, 2025

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 Science, Energy, Telecommunications and Transport (MSETT)**:

1. **Senior Auditor (FMG/AS 3)**, salary range \$5,198,035. - \$6,990,779 per annum.
2. **Manager, Customer Care (GMG/SEG 2)**, salary range \$4,266,270 - \$5,737,658 per annum.
3. **Customer Care Officer (GMG/AM 3) - (3 posts)**, salary range \$2,190,302 - \$2,945,712 per annum.
4. **Senior Secretary (OPS/SS 3) - Strategic Planning and Policy Services Division**, salary range \$1,711,060 - \$2,301,186 per annum.

#### 1. **Senior Auditor (FMG/AS 3)**

##### **Job Purpose**

Under the general direction of the Audit Manager, the Senior Auditor is responsible for examining and reporting on the level of compliance with relevant laws, rules, regulations and policies governing the Ministry and its agencies, assessing the adequacy, efficiency and effectiveness of internal controls in achieving desired objectives and, where necessary, recommend appropriate solutions or corrective measures.

##### **Key Responsibilities**

###### ***Management/Administrative:***

- Participates in the development of the operational audit plan;
- Liaises with Departmental and Agency Heads with regard to proposed audits;
- Represents the Unit at meetings and seminars, as directed;
- Provides guidance/advice to team members.

###### ***Technical/Professional:***

- Assists in the conduct of the Unit's annual risk assessment exercise;
- Leads the conduct of the risk matrix exercise for team assignments;
- Determines audit approach, that is, plans the theory and scope of audits for direct reports;
- Prepares audit programmes and submits to Audit Manager for review;
- Selects areas for review based on the results of the risk matrices;
- Prepares and discusses individual assignments with direct reports;
- Develops and applies auditing procedures and techniques in conducting operational, financial and value for money audits;
- Assesses the adequacy, efficiency, effectiveness of internal controls and compliance with relevant laws, regulations and other stipulated guidelines in achieving desired objectives;
- Verifies the accuracy of financial and other records;
- Performs special investigations, as directed, and prepares interim report;
- Prepares working papers for audits conducted;
- Reviews and signs off on working papers for direct reports;
- Performs entry and exit interviews, that is, discusses audit areas and findings with relevant Managers/Department Heads;
- Consolidates overall audit findings and prepares draft reports stating deficiencies, makes appropriate recommendations and submits report to the Audit Manager for review;
- Follows-up Department/Agency Heads' responses to audit report to determine whether deficiencies are corrected and improved procedures are implemented;
- Ensures the security of audit files;
- Performs other related functions assigned by the Audit Manager or Chief Internal Auditor from time to time.

## **Required Knowledge, Skills and Competencies**

### **Core:**

- Good oral and written communication skills
- Good customer and quality focus
- Team work and co-operation
- Good interpersonal skills
- Compliance
- Quality of output
- Integrity
- Problem solving and decision making skills

### **Technical:**

- Ability to use initiative
- Use of technology (relevant computer applications)
- Managing external relationships
- Strategic vision
- Analytical thinking skills
- Impact and Influence
- People Management
- Change management
- Goal/result oriented
- Good Leadership skills
- Good Planning and organizing skills
- Methodical
- Good research and analytical skills
- Excellent knowledge of government administration systems, laws and policies and other instructions governing both the financial and operational aspects of the Ministries and portfolio Agencies such as the Staff orders, Public Service Regulations, Procurement Guidelines, Financial Administration and Audit Act.
- Knowledge of accounting and auditing standards, principles and practice
- Comprehensive knowledge of current auditing techniques

## **Minimum Required Qualification and Experience**

- First Degree preferably in Accounts, Finance, Business Administration, Management or Economics or;
- ACCA Fundamentals or equivalent and over two (2) but less than five (5) years' experience in audit/specialized area;
- Successful completion of relevant government auditing courses and professional audit training would be an asset.

## **Special Conditions Associated with the Job**

- Required to travel to external sites in the performance of official duties;
- May be required to work under adverse condition from time to time;
- May be required to work beyond normal working hours.

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

### **Job Purpose**

Under the direction of the Director, Customer Service, the Manager, Customer Care, is responsible for the co-ordination and implementation of the Ministry's Customer Service Outreach Programme. Primarily, the Manager, Customer Care will be responsible for co-ordinating 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 Ministry 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 Ministry at meetings, seminars, workshops, conferences and other fora;
- Liaises with the Office of the Cabinet 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 issues 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, conducts relevant campaigns, expositions, to increase awareness and promotion of the goods and services of the Ministry and its agencies/departments.

***Human Resource Management***

- Co-ordinates and monitors the outreach work of the Branch;
- Monitors and evaluates the performance of direct reports, prepares Performance Appraisal and recommends 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;
- Performs other related duties that may be assigned.

**Required Knowledge, Skills and Competencies**

***Core:***

- Excellent Oral and Written Communication Skills
- Good People Management Skills
- Excellent Interpersonal Skills
- Customer & Quality Focus
- Good Planning & Organizing Skills
- Good Problem Solving & Decision Making
- Integrity

***Technical/Functional***

- Knowledge of Customer Service Outreach
- Knowledge of Help Desk Management
- Research Methods & Data Analysis
- Training & Facilitation Skills
- Knowledge of the Ministry's Policies & Procedures
- Knowledge of GOJ Customer Service Policies & Procedures
- Knowledge of the MSETT'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.

### **Special Condition Associated with the Job**

- Islandwide travelling
- Working extended hours

### **3. Customer Care Officer (GMG/AM 3)**

#### **Job Purpose**

Under the general direction of the Manager, Customer Care, the Customer Care Assistant is responsible for assisting the general public in all aspects of their interaction with the Ministry, with the objective of achieving the mandate of the Ministry. The incumbent will also manage customer inquiries and complaints and interact with customers to provide and process information.

#### **Key Responsibilities**

##### ***Technical/Professional:***

- Serves as liaison between Divisions/Units and the customers;
- Responds to customer requests/enquiries;
- Directs requests/enquiries to appropriate staff;
- Deals with customer enquiries or complaints by phone, post, email or direct interaction;
- Follows-up on customer enquiries not immediately resolved;
- Provides customers with product and service information;
- Maintains portfolio of the MDA's products and services;
- Maintains portfolio of the business processes of all services of the MDA and its Agencies;
- Maintains database on key customers of the MDA and tracks customers interface with the MDA;
- Foresees possible delays or complications and plans strategies to avoid or minimize them;
- Analyzes situations to determine the best use of resources;
- Records details of issues and action taken;
- Updates relevant Notice Boards and the Libraries with information relevant to the customers, in collaboration with the Corporate Communication & Public Relations Unit;
- Identifies, researches and resolves customer issues using the computer system;
- Recommends new systems, procedures or working practices to improve Customer Service efficiency;
- Recognizes documents and alerts the relevant staff of trends in customer calls;
- Completes call logs and reports;
- Collates information and prepares monthly/quarterly and annual reports;
- Maintains a log of customers' complaints and queries;
- Communicates with internal Divisions on Customer Service issues;
- Maintains the right style and matches customer pace;
- Participates in quarterly meetings of the Intra-Ministerial Customer Service Team and prepares relevant Minutes and reports;
- Performs any other related duties which may be assigned.

### **Required Knowledge, Skills and Competencies**

#### ***Core:***

- Good oral and written communication skills
- Good interpersonal skills
- Good customer and quality focus skills
- Good planning and organising
- Good teamwork and co-operation skills
- Tact & diplomacy
- Managing the client interface

**Technical:**

- Database entry
- Report writing skills
- Proficiency in relevant software applications
- Knowledge of the MDA'S policies and procedures
- Knowledge of GOJ customer service policies and procedures

**Minimum Required Qualification and Experience**

- Diploma in Management Studies, Public Administration, Personnel Management, Business Administration
- At least two (2) years in Customer Service or performing related functions.

**4. Senior Secretary (OPS/SS 3) - Strategic Planning and Policy Services Division****Job Purpose**

Under the direct supervision of the Senior Director, Policy Analysis, Research and Development, the Senior Secretary is responsible for providing administrative and secretarial support and any other service required to ensure the effective and efficient operation of the Branch.

**Key Responsibilities**

- Types and prepares correspondence, reports and documents for the Senior Director, Policy Analysis, Research and Development and members of the Branch;
- Proofreads documents for accuracy, completeness, and conformity with established formats;
- Arranges meetings, workshops and conferences involving local and international stakeholders;
- Takes dictation and Minutes of meetings and transcribes;
- Prepares agendas for meetings and organizes relevant information and documents;
- Actions routine correspondence, in accordance with stipulated guidelines;
- Ensures that all documents/correspondence leaving the Branch are adequately prepared for dispatch;
- Maintains diary of meetings/appointments for the Director, Planning, Research and Evaluation;
- Receives and processes incoming mails;
- Establishes and maintains a filing and record keeping system, to facilitate easy retrieval of files;
- Receives and makes telephone calls for the Senior Director;
- Researches and collates data for the Senior Director;
- Updates manual and electronic records and database;
- Interfaces with internal/external customers, seeking audience with the Senior Director and deals with matters with given authority;
- Assists in the preparation and collection of standard, monthly and quarterly reports;
- Gives general support and manages the routine functions of the Senior Director, to facilitate the availability and easy flow of information.
- Performs other related duties that may be assigned from time to time.

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

- Good oral and written communication
- Good customer and quality focus
- Team work and co-operation
- Good interpersonal skills
- Compliance
- Integrity
- Initiative
- Good problem solving and decision making
- Good planning and organizing

**Technical/Functional:**

- Use of technology (relevant computer applications)
- Sound knowledge of Office Practices and Procedures
- Very good typing skills
- Excellent records and information management skills;

- Ability to record and transcribe minutes;
- Ability to maintain calendars and schedule appointments;
- Ability to create, compose and edit written materials;
- Ability to work under pressure and meet deadlines;

### **Minimum Required Qualification and Experience**

- CXC or GCE 'O' Level English Language; successful completion of the prescribed course of study at the Management Institute for National Development (MIND), proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus four to five (4-5) years general office experience.

**OR**

- Graduation from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; training in the use of a variety of software applications e.g., word processing, database and spreadsheets; English Language at CXC or GCE 'O' Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development (MIND) plus four to five (4-5) years general office experience.

**OR**

- Successful completion of the Certified Professional Secretary course; proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE "O" Level; training in the use of a variety of computer software applications and four to five (4-5) years general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development (MIND).

### **Special Conditions Associated with the Job**

- May be required to work beyond normal working hours;
- Prolonged use of computer.

Applications accompanied by résumés should be submitted **no later than Friday, 13<sup>th</sup> June, 2025 to:**

**The Permanent Secretary  
Ministry of Science, Energy, Telecommunications and Transport  
PCJ Building  
36 Trafalgar Road,  
Kingston 10**

Email: [hr@mtw.gov.im](mailto:hr@mtw.gov.im)

Please note that only shortlisted applicants will be contacted.

Applications should include the names and positions of two (2) senior persons who can provide a character and work-related reference.

**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.)  
for Chief Personnel Officer**