



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
FAX: 876-924-9764
EMAIL: communications@osc.gov.jm
WEBSITE: www.osc.gov.jm

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8th June, 2023

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 **University Council of Jamaica**:

1. **Executive Assistant (GMG/SEG 1) – (Vacant)**, salary range \$3,094,839 - \$4,162,214 per annum.
2. **Customer Service Representative (GMG/AM 2) – (Vacant)**, salary range \$1,550,136 - \$2,084,761 per annum.

1. **Executive Assistant (GMG/SEG 1)**

Job Purpose

The Executive Assistant provides personal and confidential administrative and secretarial support to aid the fulfilment of the role of the Executive Director's Office. This position is accountable to the Executive Director.

Key Responsibilities

- Assists in developing and monitoring UCJ's policies and procedures to ensure that they are in place, up-to-date and relevant and that their implementation is being carried out in an effective and efficient manner;
- Assists in the development of Executive Director Office's Budget and Operational Plan
- Follows up with Managers to ensure timely submission of Monthly Reports;
- Maintains the Executive Director's Calendar, setting appointments, and briefs the Executive Director each day on the schedule;
- Arranges travel for the Executive Director including purchasing of airline tickets, hotel reservations, creating and maintaining schedules for all trips, including meetings, logistics, and events;
- Manages the Executive Director's email inbox by screening all incoming mail;
- Responds to incoming calls and requests;
- Relays relevant information to staff to ensure action by the appropriate staff member;
- Supervise the organization and maintenance of an efficient filing system for the Executive Director's Office, including subject, index, and/or cross-reference files;
- Maintains database of relevant information for Executive Director, including entering new contacts, updating contacts, and running reports;
- Co-ordinates materials or reports for distribution;
- Proofreads typed or printed work and checks records and reports for grammatical construction, completeness, clerical, arithmetical, and typing accuracy, and for compliance with established standards and special instructions;
- Prepares/drafts correspondence on behalf of the Executive Director;
- Prepares/edits visual presentations for the Executive Director;
- Acts as liaison between Executive Director's Office and other organizations;
- Conduct research, compiles data and prepares reports as required;
- Creates, transcribes, and distributes meeting agendas, notices and Minutes;
- Supervises volunteers and other support personnel;
- Maintains the Office Calendar to co-ordinate work flow and meetings;
- Co-ordinates/participates in meetings, conferences, and other activities;
- Manages/ co-ordinates special projects as needed;
- Participates in the Orientation of office staff;
- Assists the Process Owner in the maintenance of the core and supporting processes associated with the UCJ's Quality Management System;

- Assists the Process owner in the implementation of proactive solutions to continually improve the core process;
- Assist the Process Owner in monitoring customers' requirements associated with core and supporting processes of the UCJ's Quality Management Systems;
- Performs other related duties assigned from time to time.

Required Knowledge, Skills, and Competencies

Core

- Customer & Quality Focus
- High Integrity
- Social Skills
- Good oral and written communication
- Leadership
- Problem Solving & Decision Making
- Goal/Results Oriented

Technical

- Teamwork and Co-operation
- Display high level of integrity and maintains strict confidentiality
- Excellent planning and organizational skills with the ability to work to meet tight deadlines
- Sound knowledge of records management
- Sound knowledge of office and administrative procedures
- Excellent calendar management skills, including the co-ordination of complex executive meetings
- Strong ability of attention to detail with a high level of accuracy
- Proficient in the use of Microsoft Office applications

Minimum Required Qualification and Experience

- Bachelor's degree in Business Administration/ Management Studies, Public Administration or related discipline. Five (5) years related working experience.
 - Three (3) years working with executive management
- OR**
- Associate Degree in Business Administration/Management Studies/Public Administration. Eight (8) years related working experience.
 - Four (4) years working with executive management..

2. Customer Service Representative (GMG/AM 2)

Job Purpose

Under the direction of the Director, Public Relations and Communication, the Customer Service Representative, is responsible to assist the general public in all aspects of their interaction with the UCJ, with the objective of achieving the mandate of the UCJ. The incumbent will also manage customer inquiries and complaints and interact with customers to provide and process information.

Key Responsibilities

- Assists in developing Individual Work Plan in alignment with Operational Plan, Unit Plan and Job Description;
- Completes Annual Performance Appraisal review;
- Greets staff, visitors and/or clients and provides required assistance, or refer to proper source for assistance;
- Answers multi-line telephones, routes calls and takes messages;
- Deals with customer enquiries or complaints by phone, post, email or direct interaction;
- Responds to customer requests/enquiries via email and social media;
- Follows-up on customer enquiries not immediately resolved;
- Provides customers with product and service information;
- Directs requests/enquiries to appropriate staff;
- Completes call logs and reports;
- Collates information and prepares Monthly/Quarterly and Annual Reports;
- Maintains a log of customers complaints and queries;
- Records details of issues and action taken;

- Analyzes situations to determine the best use of resources;
- Updates relevant Notice Boards and the Libraries with information relevant to the customers;
- Compiles, creates and disseminates internal update information;
- Identifies, researches and resolves customer issues using the computer system;
- Foresees possible delays or complications and plans strategies to avoid or minimize them; Recommends new systems, procedures or working practices to improve customer service efficiency;
- Maintains the right style and matches customer pace;
- Types documents such as correspondence, memos, reports, etc.;
- Updates, maintains and files records;
- Issues customer satisfaction questionnaires;
- Recognizes documents and alerts the relevant staff of trends in customer calls;
- Serves as liaison between Units and the customers;
- Communicates with internal Units on customer service issues;
- Assist the Process Owner in the maintenance of the core and supporting processes associated with the UCJ's Quality Management System;
- Assist the Process owner in the implementation of proactive solutions to continually improve the core process;
- Assist the Process Owner in monitoring customers' requirements associated with core and supporting processes of the UCJ's Quality Management Systems;
- Performs other related duties that may be assigned from time to time.

Required Knowledge, Skills, and Competencies

Core

- Good oral and written communication skills
- Good social and interpersonal skills
- Customer & Quality Focus
- Good Planning & Organizing Skills
- Teamwork and Co-operation skills
- Use of initiative
- High level of integrity
- Knowledge of managing the client interface
- Knowledge of Database Entry
- Good Report Writing Skills
- Proficiency in relevant Software Applications
- Knowledge of Customer service principles and practices

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

Applications accompanied by résumés should be submitted **no later than Wednesday, 21st June, 2023 to:**

**Director, Human Resource & Administration,
The University Council of Jamaica
31 Windsor Avenue
Kingston 5**

Email: jobs@ucj.org.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.



**Merle I. Tam (Mrs.)
for Chief Personnel Officer**