



CLARENDON MUNICIPAL CORPORATION

JOB OPPORTUNITIES

Applications are invited from suitable qualified persons to fill the following posts in the Clarendon Municipal Corporation:

1. **In-House Clerk (PIDG/RIM 2) – (Vacant), salary range (Band 4): \$1,711,060 - \$2,301,186** per annum and any allowance(s) attached to the post.
2. **Enforcement Officer (PTSG/PX 4) – (Vacant), salary range (Band 5): \$2,190,302 - \$2,945,712** per annum and any allowance(s) attached to the post.
3. **Physical Planning Coordinator (GMG/AM 4) – (Vacant), salary range (Band 6): \$2,803,771 - \$3,770,761** per annum and any allowance(s) attached to the post.
4. **Customer Care Officer (GMG/AM 3) – (Vacant), salary range (Band 5): \$2,190,302 - \$2,945,712** per annum and any allowance(s) attached to the post.
5. **Customer Care Assistant (GMG/AM 1) – (Vacant), salary range (Band 3): \$1,439,455 - \$1,935,907** per annum and any allowance(s) attached to the post.
6. **Supervisor, Enforcement and Civic Order (PTSG/PX 6) – (Vacant), salary range (Band 6): \$2,803,771 - \$3,770,761** per annum and any allowance(s) attached to the post.

1) In-House Clerk (PIDG/RIM 2)

Job Purposes

Reporting to the Senior Collection and Compliance Officer, the In House Clerk is responsible for clerical support functions supporting work in the Collection and Compliance function, including providing crucial support to the Collection and Compliance team by utilizing the Property Tax Database System to generate payment information on property owners, preparing summonses, reminders, and court-related matters and responding to queries from property owners who make contact.

Key Outputs

- Financial statements created;
- Delinquency /Credit reports developed and submitted;
- Delinquent clients contacted and letters issued;
- Collection policies and procedures observed;
- Payment collection goals and targets met;
- Reports produced (monthly, quarterly, annually etc)

Job Responsibilities

- Utilize the Property Tax Database System to generate relevant information on property owners.
- Assisting in conducting research in respect of arrears.

- Assist Collection and Compliance team in tracking and locating delinquent property owners.
- Preparing Property Tax Reminders for distribution to delinquent property tax owners/occupiers in accordance with established standards and regulations.
- Preparing Summonses for delinquent property tax owners/occupiers in accordance with established standards and regulations.
- Preparing and updating Court book/sheet in accordance with established standards and regulations.
- Making arrangements with property tax owners/occupiers for the payment of balances and conducting follow-ups thereof.
- Preparing weekly and monthly reports on property tax collections, court orders, and arrears.
- Assist taxpayers in making Property Tax Agreements for outstanding taxes
- Answer incoming calls and provide information as requested.
- Providing information in respect of queries from clients.
- Collaborate with the Mobile team by generating notices, reminders, flyers, and offering Customer Service on designated days if necessary.
- Assisting at Property Tax Out-Stations if necessary
- Adjusting property tax accounts as appropriate
- Calculating property taxes for Strata Complexes.
- Filing correspondence on the appropriate files.

Other Responsibilities

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

Key Competencies

Core

- Excellent interpersonal and team management skills;
- Excellent communication skills;
- Strong analytical and problem-solving skills;
- Strong leadership skills;
- Strong 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 and software.

Technical

- Expert knowledge of the operations of the machinery of local authorities;
- Knowledge of accounting and the calculation of interest;
- Sound knowledge of the best practices and key pieces of legislation underpinning local authorities (eg, Local Governance Act, Local Government Unified Service Act, Parochial Revenue Fund Act);
- Strategic and corporate planning skills;
- The ability to develop organizational best practices/operational guidelines/rules
- Sound knowledge of Government Administration, Financial Accounting and Public Procurement Policies and Guidelines;
- Strong appreciation for organizational change and change management skills
- Good project management skills (from inception to implementation and assessment);
- Well-developed skills in stakeholder engagement;
- Adequate knowledge of the prevailing social, economic, political and environmental issues;

- Excellent human relations, problem solving, research, and policy analysis formulation skills.

Qualification/Experience

- Four C.X.C./G.C.E. O Level passes including Mathematics and English Language.
- One (1) year experience in the public or private sector
- An equivalent combination of education and experience

2) Enforcement Officer (PTSG/PX 4)

Job Purpose:

- Under the supervision, guidance and direction of the Supervisor Enforcement and Civic Order, the Enforcement Officer carries out a wide range of enforcement and civic order activities across the jurisdiction of the Local Authority, not limited to enforcement of street trading, animal control, beach control, traffic enforcement, public space order, and general enforcement of the laws and regulations of the authority.

Key Outputs:

- Civic/public order maintained
- Rules/regulation enforced
- General direction and advice provided
- Notice serviced
- Traffic controlled
- Keeps simple record

Key Responsibilities:

- Patrols designated/assigned areas to look out for breaches of unlicensed street trading
- Patrol assigned areas for traffic /parking breaches
- Checks for infringements of waiting restrictions and on loading/unloading of goods
- Monitors the use of restricted/limited parking in designated areas
- Be on the alert for any antisocial behaviour
- Reports to the police major criminal behavior
- Assists with keeping pathways, walk ways, streets, parochial roads (in designated areas such as market districts, car/bus parks) clear to enable free flow of motorized and pedestrian traffic
- Controls exits and entrances to municipal facilities and maintains order
- Informs the public as to location of public parking facilities and furnishes general information
- Catches and impounds stray animals
- Issues summons to owner of untethered animals that are endangerment or a nuisance to the public
- Collects fees, issues tickets and hands over fees to local authority
- Maintains a system record for all tickets issues and fees collected
- Ensures that users of beaches and rivers abide by the stated rules and regulations
- Ensures that the entrances and exits to beaches are free and that users use
- Serves various notices on renters of facilities from the local authority, individuals or commercial enterprises for breach of their licenses
- Serves property tax notices and collaborates with the engineering and technical services division in service stop orders and other notices
- Appears in court as witness on behalf of the local authority
- Reports to supervisor information received from the public or from observations breaches of use of property (e.g. business establishment in designated residential areas)
- Participates in general city/community inspection beat to remove illegal advertisements and other unauthorized structures
- Performs security functions at Local civic and other functions
- Be alert for illegal activities and escalate to supervisor/the Jamaica Constabulary Force
- Secures the property and equipment of the local authority
- Provides information that can assist with investigation and case files
- Participates in property tax collection drive
- Gives general advice to the public on where to access services/buildings of the local

- authority
- Demonstrates good citizenship by being courteous to members of public
- Be firm and respectful in the discharge of enforcement duty
- Attends to emergencies and escalates as dictated by the situation or recommended by training

Performance Standards:

- Civic/public order maintained in accordance with the rules and regulations of the local authority and executed according to the agreed standard of behavior
- Rules/regulation enforced as stipulated by the local authority
- Notice serviced as instructed by the located authority
- Environmental control functions such traffic, animal, beach and public spaces are done in accordance to the rules and regulations of the authority
- Keeps simple records accurately, detailed and presented upon request (on time)
- Interacts with members of the public/community with respect and in a dignified manner
- Confidentiality, integrity and professionalism displayed in the delivery of duties and interaction with team members

Required Skills, Knowledge and Competencies:

Core

- Ability to communicate in writing
- Pleasant personality
- Teamwork & Cooperation
- Unquestioned integrity
- Ability to the use a computer

Technical

- Understands the rules of (community)/district policing
- Be security conscious
- Ability to deal with people from various sectors of society
- Be physically fit and agile
- Understands the general rules and regulations of the local authority
- Understands the power and authority of post of district constables
- Work safely without presenting a direct threat to self or others
- Ability to take evasive

Minimum Required Qualification and Experience:

- Completion of Secondary Education/ five CSEC subjects
- 2 years working experience
- Appointment as district constable would be a key asset

3. **Physical Planning Coordinator (GMG/AM 4)**

Job Purpose:

Under the direction of the Director, Physical Planning and Sustainable Development, the Physical Planning Coordinator is responsible for assisting with and supporting the processing of development applications, ensuring compliance with relevant regulations, and maintaining effective communication with various stakeholders.

Key Outputs:

- Processing of building and subdivision applications monitored
- Physical Planning registers maintained
- Monthly list of subdivision applications for the Physical Planning and Environment Committee prepared
- Draft conditions of approval for subdivision applications compiled.
- Requests for Certificate of Completion for the release of titles monitored and processed
- Stakeholder agencies contacted

Key Responsibility:

Technical/Professional Responsibilities

- Maintaining the Development Application Register.
- Reviewing and assessing building and subdivision applications for regulatory compliance.
- Coordinating the circulation of applications to relevant agencies following established standards.
- Monitoring circulated applications and liaising with stakeholders and referral agencies to secure timely compliance
- Providing guidance to applicants and the public on development application procedures
- Contributing to the preparation of public education materials as required
- Preparing recommendations and related documents for the Planning and Development Committee.
- Drafting resolutions embodying terms and conditions of approval.
- Providing guidance to interns or temporary staff as needed.
- Interviewing and advising members of the public and official representatives.

Other Responsibilities

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

Required Knowledge, Skill and Competencies:

Core

- Highly developed professional disposition
- Good oral communication
- Good written communication
- Customer/citizen focused orientation
- Teamwork & Cooperation
- Unquestioned integrity
- Developed interpersonal skills
- Ability to build rapport with team/stakeholders to harness collective solutions
- Possess innovativeness in resolving disputers
- Possess the relevant skills to use and manipulate relevant ICT hardware and software

Technical

- Ability to identify data and analyze trends
- Experience in using geographic information software
- Knowledge of the social and environmental effects of proposed plans and the best practices in design and aesthetics
- Knowledge of transport planning and environment mental impact assessment
- Good knowledge of the regulatory controls and approval processes for building development/approval;
- Good knowledge of relevant legislation: eg Town and Planning Act
- Well-developed skills in stakeholder engagement
- Excellent human relations,
- Good problem solving

Minimum Required Qualification and Experience:

- Diploma in Planning Technology from a Tertiary Institution.
- Three (3) years of experience in an organization with Physical Planning functions.
- Equivalent combination of experience and education

4. Customer Care Officer (GMG/AM 3)

Job Purpose:

Under the direction of the Manager, Customer Service (GMG/SEG 2), the Customer

Care Officer (GMG/AM 3), is responsible to assist the general public in all aspects of their interaction with the Organization with the objective of achieving the mandate of the organization. The incumbent will also manage customer inquiries and complaints and interact with customers to provide and process information.

Key Outputs:

- Customer enquiries and complaints addressed
- Portfolio of MDA's products and services maintained
- Customer Service Training and Sensitization sessions executed
- Customer Service Evaluation Framework developed and implemented
- Mystery Shopper Programme implemented
- Customer Service Balanced Scorecard monitored
- Help desk services implemented
- Customer Service Improvement Plan monitored
- Customer feedback collected and collated
- Research on Customer Service Programmes conducted
- Customer Service Training & Sensitization Programme evaluated
- Help Desks Services evaluated
- Internal Customer Satisfaction Surveys conducted
- External Customer Service Surveys developed and conducted
- Customer Service M&E Reports developed
- Information disseminated
- Contact maintained with Divisions/Directors
- E-mails downloaded and forwarded
- Reports prepared
- Research conducted and information provided
- Logs completed and reports produced
- Customer Service Database updated

Key Responsibility:

Technical/Professional Responsibilities

- 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 organization products and services
- Maintains portfolio of the business processes of all services of the organization
- Maintains database on key customers of the organization and tracks customers interface with the organization
- 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
- In collaboration with the Communications Unit, updates relevant Notice Boards and the Libraries with information relevant to the customers
- 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 prepare relevant minutes and reports

Other Responsibilities

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

Required Knowledge, Skill and Competencies:

Core Competencies

- Oral Communication Skills
- Written Communication Skills
- Interpersonal Skills
- Customer & Quality Focus
- Planning & Organizing
- Teamwork and Cooperation skills
- Tact & Diplomacy
- Managing the client interface

Technical Competencies

- Database Entry
- Report Writing Skills
- Proficiency in relevant Software Applications
- Knowledge of the MDA's Policies & Procedures
- Knowledge of GOJ Customer Service Policies & 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
- Knowledge of Customer service principles and practices

5. Customer Care Assistant (GMG/AM 1)

Job Purpose:

Under the general direction of the Manager, Customer Service (GMG/SEG 2), the Customer Care Assistant (GMG/AM 1) is responsible to assist the general public in all aspects of their interaction with the MDA as the first line of contact to assist with customer inquiries and complaints and interact with customers to provide and process information. The incumbent will also provide an effective and efficient communication system both internally and externally.

Key Outputs:

- Telephone/Visitors Register maintained
- Visitors greeted and directed
- Enquiries/requests addressed
- Complaints logged and routed
- Calls received and made
- Messages received and delivered
- Information researched and disseminated
- Contacts maintained with Divisions/Directors/Outstations
- New systems, procedures and working practices implemented
- Reports prepared
- Faults and defects reported
- Professionalism, confidentiality and good department displayed

Key Responsibility:

Technical

- Greets and welcomes visitors to the MDA and directs them to the appropriate office/officer.
- Ensures courteous treatment of all staff and visitors to the MDA and via telephone.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provides accurate information in-person and via phone/email

- Customers' enquiries and complaints recorded and dealt with.
- Researches, compiles and delivers information to the Customer Care Officers and Unit Head.
- Receives all incoming calls, identifies the officers required and connects callers to the appropriate extensions
- Answers calls from extensions, dials numbers requested and connects the party called to officers who requested the number
- Takes and relays messages promptly
- Reports faults and defects to Unit Head and Service Providers.
- Maintains contact with Divisions/Directors/Outstations for smooth flow of information.
- Advises cashier and other staff members on the amount owing for private calls
- Reconciles monthly bills and submits particulars relating to payments of all charges in the telephone register
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).
- Ensures that systems, procedures and working practices are implemented accurately in accordance to established format
- Ensures that professional attitude and deportment are displayed at all times
- Maintains the MDA's corporate image at all times.
- Reports faults and defects to relevant officers in a timely manner.
- Displays professionalism, confidentiality and good deportment at all times.

Other Responsibilities

- Performs any other related duties which may be assigned from time to time

Required Knowledge, Skill and Competencies:

Core

- Oral communication skills
- Written communication skills
- Customer service and quality focus skills
- Initiative
- Time management skills
- Teamwork and Cooperation skills
- Compliance
- Integrity
- Managing the client interface

Technical

- Knowledge of Customer Service, telephone ethics and techniques.
- Knowledge of Office Management and Ethics
- Public Speaking Skills.
- Record Keeping Skills
- Switch Board Operating Skills
- Knowledge of the MDA's policies and procedures

Minimum Required Qualification and Experience:

- At least five (5) subjects at the CXC General proficiency/GCE O 'levels including English Language and a numeric subject.
- Customer Service Certification 4 • Certificate in Telephone Operating and ethics
- Training in public speaking
- 3 years' experience in a similar field
- OR
- Diploma in management studies with two (2) years' experience in a similar role.
- Training in Customer Service and Telephone Ethics
- Training in public speaking

6. Supervisor, Enforcement and Civic Order (PTSG/PX 6)

Job Purpose:

Under the general direction of the Director, Enforcement & Civic Order, the supervisor is responsible for assisting with enforcing the rules and regulations of the local authority, as well as maintaining civic order and protecting and securing the property of the authority. The supervisor will do this by implementing the approved enforcement plans and by leading and guiding a team of enforcement officers.

Key Outputs:

- Enforcement and civic order procedures implemented
- Property and equipment secured and protected
- Rules and regulations enforced
- Reports produced
- Records produced and maintained
- Roster/schedule prepared
- Divisional work plans produced
- Performance monitored and evaluated

Key Responsibility:

Technical/Professional Responsibilities

- Assists the director in coordinating patrol of designated streets, market districts, city centers and areas where investigation/intelligence suggest civic order is being or likely to be disturbed
- Coordinates enforcement teams to 'hot spot's such as bus/car termini to enforce the rules of the authority and to partner with the Jamaica Constabulary Force/other law enforcement agency/security personnel in these efforts
- Ensures that work team is effectively supervised and supported before, during and after enforcement exercises
- Ensures that work team is provided with proper guidance and explanations before embarking on exercises
- Prepares work schedules to ensure adequate staffing assignments at various locations
- Schedules and coordinates teams to effect compliance with rules and regulations, not limited to zoning, land use, nuisance, health and safety, blight and other matters of public concerns which fall under the local authority
- Assists with property and security planning and implementation for the local authority
Conducts research and recommends security systems – camera monitor, surveillance, electronic access
- Works with other divisions/units (for e.g. commercial services) devices strategies to collect outstanding revenues from persons who owes moneys to the authority
- Assists with investigations and inspection of property for violation/breaches and recommends to the Local Authority appropriate course of action
- Assists with preparation of case files and warning letters to tackle offending behaviour
- Ensures an accurate documentation and case files on all investigations, inspections enforcement activity to substantiate violations, including drawing diagrams and taking pictures as supporting evidence
- Provides information to help with preparation of evidence in support of legal actions taken by the local authority
- Assists the director in conducting relevant research, and providing advice and guidance to the local authority on issues relating to the portfolio
- Acts as witness in support of any legal action taken by the local authority to address offending behaviour or non-compliance with statutory regulations
- Performs undercover operations to identify where civic order is threatened and suggest preventative strategies
- Builds relationship with stakeholders to enhance trust and to receive information that can help the local authority in the enforcement and preservation of civic

order endeavours

- Participates in presentation to community organizations and groups
- Receives and handles citizens' complaints of unauthorized commercial enterprises
- Leads and maintains a professional decorum and display a positive attitude in all dealings with citizens,
- Marshalls the team in property tax collection drives and related matters
- Helps with assessing environmental hazards such as traffic congestion, stray or wild animals and recommends counteracting strategies
- Assists the director with developing plans and budgets for the division
- Ensures the effective development and maintenance of operating systems for division planning, service delivery, data collection, program evaluation, and reporting.
- Ensures the proper creation, maintenance, sharing, storage, and use of divisional records and information
- Ensures that information/data requested under the Access to Information Act and other laws such as request from auditors are provided
- Ensures that data are handled in keeping with Data Protection Act

Human Resources Responsibilities

- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the vision, mission and goals of the local authority;
- Provides effective management and guidance through planning, delegation, communication, mentoring, coaching and discipline;
- Ensures the provision of the appropriate physical resources to enable staff to undertake their duties
- Recommends transfers, secondment, and leave of direct report
- Motivates, supports, and coaches team members to an optimum level of performance in areas that include leadership, community and family engagement, system improvement, resource development
- Models the values of the division, including participative management, excellent customer service, teamwork, collaboration, work/life balance, and respect for community diversity, culture and norms.
- Develops individual work plans
- Works with team members to establish program goals, priorities, and work plans.
- Monitors and review the performance of direct reports and ensure that this is also done for the division as a whole.
- Fosters the continued development of staff through in-house training or through collaboration with external stakeholders such as the Ministry.
- Plays a lead role in the disaster and emergency relief efforts of the local authority

Other Responsibilities

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

Required Knowledge, Skill and Competencies:

Core

- Highly developed professional disposition
- Good oral communication
- Good written communication
- Customer/citizen focused orientation
- Teamwork & Cooperation
- Unquestioned integrity
- Developed interpersonal skills
- Ability to build rapport with team/stakeholders to harness collective solutions
- Possess innovativeness in resolving disputers
- Possess the relevant skills to use and manipulate relevant ICT hardware and software

Technical

- Good knowledge in the principles and practices of community policing
- Excellent team building skills
- Knowledge of the building code and related laws
- Good knowledge of a range local government rules and regulations
- Good knowledge of community engagement
- Excellent promotional and public education skills
- Adequate ability to conduct social research
- Well-developed skills in stakeholder engagement and collaboration
- Good appreciation of the operations of the machinery of local authorities;
- Developed appreciation of the principles and practices of local government/governance
- Good knowledge of relevant legislation: Poor Relief Act, Public Health Act, By-laws of the authority, Rules of the Board of Supervision
- Adequate knowledge of the prevailing social, economic, political and environmental issues
- Good investigative skills and report writing
- Excellent human relations
- Good problem solving

Minimum Required Qualification and Experience:

- Diploma in Security Science or a related discipline
- At least 5 years progressive work experience in the area of security/law enforcement
- Appointment as a District Constable would be a key asset

Applications accompanied by resumes should be addressed and submitted **no later than June 19, 2026.**

To:

**Rohan Blake
Chief Executive Officer
Clarendon Municipal Corporation
3 Sevens Road
May Pen
Clarendon**

Please note that only short- listed candidates will be contacted.