



BUSINESS DEVELOPMENT OFFICER

(VACANT)

This position reports to the **Senior Director, Business Services**.

Job Purpose

- Responsible for providing the Agency with effective business strategies which will ensure the Agency maximizes its revenue.
- To build market position by locating, developing, defining, negotiating and closing business relationships.

Key Responsibilities:

Managerial/Administrative Responsibilities

- Explains to potential customers about the various benefits offered by company products or services; following them up so as to close the business deals
- Explains to potential customers about the various benefits offered by company products or services; following them up so as to close the business deals
- Develops business proposals for existing and new customers
- Develops innovative strategies for retaining clients; this includes undertaking interviews in order to get feedback and incorporate it into the growth plan
- Assists in preparing annual budget (marketing) and track expenses relating to the budget
- Develops comprehensive knowledge about the business and its development practices, its marketing activities, prospective clients, and the trends for the industry
- Establishes a knowledge storehouse of clients, referrals, REPs, presentations, and prospects
- Participates in forums related to the industry; conferences and client discussions.
- Determines cross-selling opportunities among different offices.
- Supervises database of client relationship management and utilize the result to manage customers and the mailing lists

Technical/Professional Responsibilities

- Analyzes current and past financial data, such as sales reports, and provide strategies to cut costs and increase revenue.
- Assists in performing market research to identify new opportunities and engage with executives to establish strategies for pursuing those new opportunities.
- Creates and improve proposals for our existing and new clients.
- Prepares the Division's budget and continually track expenses.
- Provides training and mentoring to members of the business development team.
- Develops and deliver pitches for potential investors.

Other Responsibilities

- Participates in committees and meetings within Agency and on behalf of Agency
- Performs other related duties assigned from time to time by the Director.

Required Skills/ Competencies



The post-holder should be able to demonstrate:

- Competence in the use of relevant computer software
- Sound judgment
- Analytical thinking and strong analytical skills
- Ability to work in teams
- Sound Knowledge of and experience in project management, general administration and land administration and management.
- Sound working knowledge of Government of Jamaica procurement procedures
- Leadership skills
- Initiative
- Sound knowledge of market research
- Highly proficient in report writing
- Good negotiating skills
- Excellent written and oral communication skills and the ability to effectively communicate at all levels

Minimum Required Qualifications and Experience:

- Bachelor's degree in marketing, finance, accounting or related field.
- 3 years' experience working in a business services environment.

Remuneration Package: - Salary Range: \$ 3,770,761.00 - \$ 5,071,254.00 p.a.



CUSTOMER SERVICE STANDARD SPECIALIST

(VACANT)

This position reports to the **Manager, Customer Service**.

Job Purpose

Evaluates and audits service delivery and quality standards of the work of Customer Service, Call Centre Service and Mapping Officers engaged in providing information on products and services in a timely manner.

Key Responsibilities:

Management/Administrative Responsibilities

- Assists with the development of corporate and operational plans for the Branch.
- Assists with the review of policies and procedures and ensures their implementation.
- Provides leadership through example and sharing of knowledge and skills.
- Monitors the Citizen's Charter of the Agency.
- Prepares reports on status of work activities in the Unit.
- Visits Customer Service, Call Centre Service and Mapping Officers areas to ensure that they are delivering quality service based on the established standards.

Technical /Professional Responsibilities

- Quality Assurance Monitoring – Perform routine monitoring of customer interactions through all communication channels and report all issues, trends, training needs, etc. to respective management. This includes working with team management to develop objective monitoring criteria.
- Quality Control – Review and validate all Quality Control errors logged by operational teams to analyze trends and report to management on a regular basis.
- Operational Process Improvement – Suggest and assist in implementation of operational process improvement initiatives on a regular basis, as well as through long-term projects.
- Projects and Assignments – Short and long-term projects, assignments and responsibilities, whether or not related to aforementioned responsibilities, may be assigned by management at any time.
- Designs programmes specifically for prospective customers.
- Monitors customers' contact areas to ensure that they are served in a timely manner.
- Recommends improvement as is necessary.
- Measures customers' service delivery to ensure compliance with established standards.
- Assists with designing and delivery of customer service training for staff.
- Takes the initiative to continuously improve service delivery.
- Determines quality standards by studying customer contact areas, inbound and outbound calls and customer service presentations; conducting test calls to telemarketing service representatives and mystery shopping techniques on new products.
- Verifies results by measuring skills in use of scripts, product knowledge, sales and service ability, greeting, diction, listening, etiquette, objection handling, efficiency, and courteous close of call.
- Provides feedback to Customer Service, Call Centre Service and Mapping Officers by monitoring contact areas and calls; monitoring feedback for external vendor programs; conducting monthly help sessions.



- Evaluates approaches by rating effectiveness of service representatives; providing quality ratings; identifying training needs; developing training programs; conducting training.
- Directs quality initiatives by requiring adherence to quality assurance policies and procedures; developing new models; implementing changes.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed

Required Skills/ Competencies

The post-holder should be able to demonstrate:

- Excellent interpersonal, oral and written communication skills.
- Sound knowledge of the products and services of the Agency.
- Prior experience in quality monitoring is preferred.
- Excellent time management skills and the ability to work on own initiative.
- Ability to handle high work load and to work well under pressure.
- Good team player, judgment and problem solving skills.
- Proficiency with Microsoft Office applications such as Word, Excel and PowerPoint.

Minimum Required Qualifications and Experience:

- An undergraduate degree in Business Administration or related field.
- Certificate in Supervisory Management.
- Three (3) years' experience at a supervisory level in a customer service or sales environment. (Experience in an ecommerce or call center environment preferred).
- Data analysis skills with the ability to generate and interpret performance-related data.

Remuneration Package: - Salary Range: \$ 3,094,839.00 - \$ 4,162,214.00 p.a.



SENIOR CUSTOMER SERVICE OFFICER

(4 VACANT POSTS)

This position reports to the Customer Service Supervisor.

Job Purpose

Provides customer service support to the organization by obtaining, analyzing and verifying the accuracy of order information in a timely manner and dealing satisfactorily with customers' queries.

Key Responsibilities:

Management/Administrative Responsibilities

- Supports the implementation of policies and procedures among staff
- Participates and provides expertise as a member of the customer service's departmental team.
- Receives inquiries from and/or contacts the organization's branch/regional offices to resolve a variety of issues
- Ensures the provision of quality service to both internal and external customers.
- Maintains customers' records by updating account information on License Agreements
- Evaluates customers' needs and makes recommendations for improvement as is necessary
- Provides assistance to customers requesting electronic search for plans, customized data etc.
- Provides mapping data to customers in a physical or spatial format
- Monitoring and assisting with the provision of sales targets related to mapping solutions
- Provide information on mapping activities to enhance marketing and public relations efforts
- Facilitate the provision of eLand Jamaica and iMap Jamaica data to clients
- Promote all products and services to clients
- Participates in the preparation of routine correspondence to customers
- Addresses customers' queries, complaints and requests as they relate products and services
- Assists with public education/outreach programmes conducted by the Agency
- Acts as liaison between customers and other divisions/branches
- Provides assistance in the training of junior staff

Other Responsibilities

- Performs other related duties assigned from time to time by the Manager.

Required Skills/ Competencies

The post-holder should be able to demonstrate:

- Excellent interpersonal skills
- Good planning, decision making and problem solving skills
- Initiative
- Good oral and written communication skills
- Competence in word processing and other relevant software
- Ability to work under high stress and pressure
- Ability to handle a high work load

Minimum Required Qualifications and Experience:

- Diploma in Business Administration/Communication or related field



- Five (5) CXC/GCE O'Level subjects including English Language and a numeric subject
- Three (3) years related working experience
- Training in Customer Service/ Paralegal Studies
- Sound knowledge of Land Valuation Roll, G.I.S. and Conveyancing

Remuneration Package: - Salary Range: \$ 2,478,125.00 - \$ 3,332,803.00 p.a.

CUSTOMER SERVICE OFFICER

(VACANT)

This position reports to the Customer Service Supervisor.

Job Purpose

Provides Assistance to customers transacting business in the Agency and disseminates information to customers and the general public on the services and products provided by the Agency.

Key Responsibilities:

- Provides assistance to customers using the internet-based services
- Ensures that out-going correspondences meets Agency's standards
- Informs and explains to customers the products and services of the Agency
- Receives and routes incoming calls to relevant personnel
- Facilitates general and specific search requests for clients
- Assists with data updating to aid the development of monthly reports
- Provide mapping data to customers in a physical or spatial format
- Facilitate the provision of customized data to clients
- Assist with the provision of sales targets related to mapping solutions
- Facilitate the provision of eLand Jamaica and iMap Jamaica data to clients
- Promote all products and services to clients

Other Responsibilities

- Assists with public education/outreach programmes conducted by the Agency
- Performs other related duties assigned from time to time by the Supervisor

Required Skills/ Competencies

- The post-holder will be able to demonstrate:
- Tact
- Initiative
- Excellent interpersonal skills
- Good planning, organizing and problem solving skills
- Competence in the use of word processing spread sheet and other relevant software.
- Good oral and written communication skills
- Ability to work effectively in high stressed environment

Minimum Required Qualifications and Experience:

- Certificate in Business Administration/Paralegal Studies or Communication or related field
- Five (5) CXC/GCE O'Level subjects including English Language and a numeric subject
- Two (2) years related working experience
- Sound knowledge of the products and services of the Agency
- Sound Knowledge of Land Valuation Roll, G.I.S. and Conveyancing



Remuneration Package: - Salary Range: \$ 1,550,136.00 - \$ 2,084,761.00 p.a.

MAP REGISTRAR (VACANT)

This position reports to the Mapping Specialist.

Job Purpose

To provide technical assistance through information sharing – copying, blueprinting, etc, to customers internally and externally.

Key Responsibilities:

- Identifies and verify valuation numbers on enclosure plans for processing of sub-division application certificate.
- Assists in training NLA staff in the interpretation of Valuation and Reference Codes.
- Maintains records
- Identifies ownership information for neighboring and adjoining parcel for customers.
- Provides information from Registered Titles, Surveyors' diagrams and other documents to relevant internal customers for updating and amending valuation rolls.
- Operates photocopy, binding, and blueprint machine by providing prints for maps and plans for internal and external.
- Prepares mosaic of maps and plans for internal and external customers.
- Assists with the costing of services provided by the unit.
- Responds to customer queries and processing customer requests

Other Responsibilities:

- Performs other related duties assigned from time to time by the Manager/Director

Required Skills/ Competencies

- The post-holder will be able to demonstrate:
- Effective communication skills
- Good interpersonal skills
- Competence in computer applications

Minimum Required Qualifications and Experience:

- Five (5) GCE O 'level or CXC subjects including Mathematics and English Language

Remuneration Package: - Salary Range: \$ 1,272,269.00 - \$ 1,711,060.00 p.a.



RECORDS OFFICER-MANDEVILLE

(VACANT)

This position reports to the Regional Administrator.

Job Purpose

To maintain stationery, office equipment and other supplies, recording of incoming and outgoing correspondences.

Key Responsibilities:

- Conduct Inventory of furniture and equipment
- Maintains the stock level of stationery, office and other supplies required by the Division
- Update stock cards and distribute stock items
- Batch case files for Land Valuation Division
- Photocopy standards and Plans
- Reliefs the Cashier
- Records all incoming and outgoing mails, documents and distributes to relevant personnel
- Files index cards and other correspondence
- Displays confidentiality in the conduct of duties
- Collects documents/correspondence and sorts and files them accordingly

Other Responsibilities

- Performs other related duties assigned from time to time by the Regional Administrator

Required Skills/ Competencies

The post-holder should be able to demonstrate:

- Excellent interpersonal skills
- Good oral and written communication skills
- Competence in the use of relevant computer software
- Ability to work under pressure

Minimum Required Qualifications and Experience:

- Five (5) CXC/GCE O 'Level subjects including English Language and a Numeric subject
- Knowledge in Records Management will be an asset

Remuneration Package: - Salary Range: \$ 1,272,269.00 - \$ 1,711,060.00 p.a.

A letter of application accompanied by a Résumé should be submitted no later than **October 20, 2023** to jobapplications@nla.gov.jm for the attention of:

**The Director,
Human Resource Management & Development
National Land Agency
35 Hope Road
Kingston 10**

We appreciate all responses, but only shortlisted applicants will be contacted.