Applications are invited from suitably qualified candidates to fill the following position within the **Land Valuation Division** at the National Land Agency.

SENIOR CUSTOMER SERVICE OFFICER – LEVEL 5

The successful candidate will report to the Customer Service Supervisor, Land Valuations

Job Purpose

To ensure customers' requests are satisfied in accordance with the Agency's established standards

Key Outputs

- Customers' queries/needs evaluated
- Customers' queries routed to the relevant Division/Unit/Officer
- Electronic searches conducted
- Certification (of titles) requested
- Invoices (for certification and copying) prepared
- Correspondence logged, batched, and submitted to Supervisor
- Reports prepared and submitted to Supervisor

Key Responsibilities:

- Processes requests of walk-in, telephone or online customers in keeping with the Agency's standard operational procedures
- Addresses customers' queries, complaints and requests as they relate to products and services
- Guides walk-in customers regarding the completion of relevant forms
- Pre-checks documents to ensure compliance with the formal procedures and legal requirements
- Participates in the preparation of routine correspondence to customers
- Acts as liaison between customers and other Divisions/Branches

Other Responsibilities

- Performs other related duties that may be assigned from time to time by the Supervisor

Required Competencies/Skills

The job-holder will be able to demonstrate:

- Excellent oral and written communication skills with strong interpersonal skills
- Excellent planning, organising and problem solving skills
- Excellent time management skills
- Competence in the use of word processing, spread sheet and other relevant software
- Excellent team spirit

- Politeness, courtesy and tact in dealing with customers
- Ability to work effectively in a highly stressed environment
- Sound Work Ethics

Minimum Qualifications and Experience

- An Associate Degree in Business Administration/Studies, Communication or related field
- Five (5) CXC/GCE O' Level subjects including English Language and a numeric subject
- Three (3) years related working experience

Remuneration Package:

Salary Range**: $2,803,771.00 - $3,770,760.00 Per Annum**

A Letter of Application accompanied by a Resume' should be submitted no later than **October 23, 2026** to jobapplications@nla.gov.jm for the attention of:

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

We appreciate all responses, but only short-listed applicants will be contacted.