

COURT ADMINISTRATION DIVISION

CAREER OPPORTUNITY

The Court Administration Division invites **qualified persons** to fill the following posts in the Hanover Parish Court:

1. **Data Conversion Clerk (MIS/IT 2)** salary range \$1,711,060.00 - \$2,301,186.00 per annum and any allowance(s) applicable to the post.

JOB PURPOSE (reason for job existing)

Under the supervision of the Court Operations Manager, the incumbent is responsible for the intake, distribution and processing of traffic tickets and updating the Traffic Ticketing Management System (TTMS) with information relating to disposed tickets and warrants.

KEY OUTPUTS

- Disposed tickets entered on TTMS;
- Warrants entered on TTMS;
- Ticket search
- No. 1 Information Form (summons) completed then resubmitted to Clerk of Court;
- Reports.

KEY RESPONSIBILITY AREAS

Technical/Administrative

Administrative

Maintains Process Book

- Collects tickets with Accompanying transmittal sheets from police:
- Check tickets to ensure dates are correct
- Spreads tickets in numerical order
- Batches tickets in numerical order
- Packs tickets and verifies on the TTMS
- Assigns information number to tickets
- Logs tickets in Process Book
- Log information (summons) in Process Book

Submits tickets and information to Assistant Clerk to prepare court sheet:

Attend meeting as required.

Maintains operations by following policies and procedures; reporting needed changes.

Technical

Disposal of Tickets

Connects to VPN system which connects to TTMS

Enters information number

Updates court details to TTMS

Enter warrants on TTMS:

- Receive warrant from Deputy Clerk of Court
- Searches for tickets on shelves/storage area
- Updates information (personal, judges name and court date and time) on tickets in warrant section of TTMS
- Save information on Save screen
- Prepare report as required.

REQUIRED COMPETENCIES

Technical

- Proficient in the use of relevant Computer Applications;
- Excellent time management skills
- Knowledge of and ability to use court/legal jargons;

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- Excellent Data Entry skills
- Great attention to detail

Core

- Excellent communication (written and oral) skills
- Good interpersonal relations and customer service skills
- Ability to use initiative.
- Ability to exercise a high level of integrity and confidentiality on the job;
- Ability to work in a teams
- Good planning and organization skills
- Problem solving and decision making skills

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Five (5) CXC subjects including English Language and a numeric subject; plus
- At least two (2) years' experience in Data Entry
- Training in TTMS

2. **OFFICE ATTENDANT (LMO/TS 2)** salary range \$969,644.00 – \$1,304,056.00 per annum and any allowance(s) applicable to the post.

JOB PURPOSE (reason for job existing)

Under the supervision of the Court Operations Manager the incumbent provides ancillary services that will contribute to the overall effectiveness and efficiency of the Court.

KEY OUTPUTS

- Meeting rooms prepared
- Jamaica Gazette/Mails/files dispatched
- Furniture, equipment and general work areas cleaned
- Water/refreshment served
- Cutlery and utensils washed
- Dips cleared

KEY RESPONSIBILITY AREAS

Technical/Professional Responsibilities

- Cleans all furniture, equipment and general work areas (*part-time*)
- Washes cutlery and utensils
- Serves water/beverages
- Prepares Conference room for meetings, conferences and other functions
- Prepares and serves refreshments for meetings, seminars and conferences
- Collects and dispatches internal correspondence/files
- Sorts and dispatches The Jamaica Gazette
- Clears Dips in assigned areas
- Dusts files as directed
- Assists in collecting and dispatching mail and bank lodgements throughout the Corporate Area and other areas as directed
- Performs any other related duties, which may be assigned.

PERFORMANCE STANDARDS

- Meeting rooms are prepared in keeping with established guidelines

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- Jamaica Gazette/Mails/files are dispatched to the relevant person/place in a timely manner
- Furniture, equipment and general work areas are kept clean in accordance with agreed guidelines
- Water is served on a daily basis in the agreed timeframe
- Refreshments are prepared and served in the agreed timeframe and in accordance with the established policies and procedures
- Cutlery and utensils are washed daily and in accordance with the established guidelines

REQUIRED COMPETENCIES

Core:

- Good communication skills
- Good customer service and interpersonal skill
- Ability to work in teams

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Secondary Education
- Food Handlers' Permit
- 1 year related work experience.

3. **Customer Care Officer (GMG/AM 3)** salary range \$2,190,302.00 - \$2,945,712.00 per annum and any allowance(s) applicable to the post.

JOB PURPOSE (reason for job existing)

Under the direction of the Senior Court Administrator, the Customer Care Officer (GMG/AM 3), is responsible to assist the general public in all aspects of their interaction with the Court with the objective of achieving the mandate of the Judiciary. 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 Court's products and services maintained
- Customer Service Training and Sensitization sessions executed
- Information disseminated
- Contact maintained with Divisions/Clerk/ Deputy Clerk
- E-mails downloaded and forwarded
- Reports prepared
- Research conducted and information provided
- Logs completed and reports produced
- Customer Service Database updated
- Database developed and maintained of key business processes for all services of the Family Court

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KEY RESPONSIBILITY AREAS

Technical/Professional

- Progress Reports on Customers Complaints submitted within agreed timeline
- Weekly Customer logs submitted within agreed timeline
- Progress Report on updates to Customer Database submitted within agreed timeline
- Quarterly Register of Products and services submitted within agreed timeline
- Presence of database for key business processes of all services of the Family Court
- Monthly Customer Service Reports submitted within agreed timeline

KEY RESPONSIBILITY AREAS

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 Court's products and services
- Maintains portfolio of the business processes of all services of the Court
- Maintains database on key customers of the Court and tracks customers interface with the Court
- 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 Client Service, Communication and Information Division at the Court Management Services updates relevant Notice Boards and the Library with information relevant to the customers
- Identifies, researches and resolves customer issues using the Court Information Management System and other computer systems
- 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 Judiciary's Customer Service Team and prepare relevant minutes and reports

Other Responsibilities

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

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REQUIRED 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 Court'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 experience in Customer Service or performing related functions
- Knowledge of Customer service principles and practices

4. **Customer Care Assistant (GMG/AM 1)** salary range \$1,439,455.00 - \$1,935,907.00 per annum and any allowance(s) applicable to the post.

JOB PURPOSE (reason for job existing)

Under the direction of the Customer Care Officer (GMG/ AM 3), the Customer Care Assistant (GMG/AM 1), is responsible to assist the general public in all aspects of their interaction with the Court with the objective of achieving the mandate of the Judiciary. 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 Court's products and services maintained
- Customer Service Training and Sensitization sessions executed
- Information disseminated
- Contact maintained with Divisions/Clerk/ Deputy Clerk
- E-mails downloaded and forwarded
- Reports prepared
- Research conducted and information provided
- Logs completed and reports produced

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- Customer Service Database updated
- Database developed and maintained of key business processes for all services of the Court
- Professionalism, confidentiality and good department displayed

KEY RESPONSIBILITY AREAS

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 Court's products and services
- Maintains portfolio of the business processes of all services of the Court
- Maintains database on key customers of the Court and tracks customers interface with the Court
- 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 Client Service, Communication and Information Unit at the Court Administration Division, updates relevant Notice Boards and the Library with information relevant to the customers
- Identifies, researches and resolves customer issues using the Court Information Management System and other computer systems
- 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 Judiciary's Customer Service Team and prepare relevant minutes and reports

Other Responsibilities

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

PERFORMANCE STANDARDS

- Accurate Telephone/Visitors' Register maintained on a daily basis

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- Mystery Shopper's Report indicates courteous greeting and direction to visitors and customers
- Record and research of customers' enquiries submitted within stipulated timeline
- Mystery Shopper's Report indicates customers' requests answered promptly and accurately.
- Complaints Register submitted, indicating timely log and routing to the appropriate officer in a timely manner
- Log of customer calls received and made in accordance with GOJ/MDA's Citizen Charter, submitted within stipulated timeline.
- Log of messages received submitted in stipulated timeline
- Information researched and disseminated accurately and in a reasonable time frame.
- Reports submitted indicate new systems, procedures and working practices implemented accurately in accordance to established format
- Relevant Reports submitted in the established format within the agreed timeframe.

• REQUIRED 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 four (4) subjects at the CXC General proficiency/GCE O 'levels including English Language and a numeric subject.
- Customer Service Certification
- Certificate in Telephone Operating and ethics
- Training in public speaking
- 3 years' experience in a similar field

OR

- Certificate in management studies with two (2) years' experience in a similar role.
- Training in Customer Service and Telephone Ethics
- Training in public speaking

Applications accompanied by resume should be submitted **no later than Tuesday March 31, 2026** to: -

Senior Director
Human Resource Management and Administration

**COURT ADMINISTRATION DIVISION
CAREER OPPORTUNITY**

8th Floor, The Towers
25 Dominica Drive
New Kingston
Kingston 5

Email: hrma@jamaicajudiciary.gov.jm

Please note that we thank all for responding, but only short listed applicants will be contacted.