



MINISTRY OF TOURISM

CAREER OPPORTUNITY

Applications are invited from suitably qualified persons to fill the following positions in the Ministry of Tourism.

- 1. TOURISM RESILIENCE & SUSTAINABILITY SPECIALIST (GMG/SEG 3) - not vacant**
- 2. STOREKEEPER/ADMINISTRATOR (GMG/AM 2) - not vacant**

- 1. TOURISM RESILIENCE & SUSTAINABILITY SPECIALIST (GMG/SEG 3)**

MAJOR DUTIES AND RESPONSIBILITIES

Administrative Responsibilities

- Prepares annual, monthly, and quarterly reports, work plans, status reports of activities in the work plan, as required.
- Prepares programme budgets and provides input in the Division's annual Operational Plans and Quarterly Reviews.
- Prepares Cabinet submissions and notes, as well as status reports on the implementation of relevant Government policies and programmes for assigned portfolio.
- Provides technical support to the Senior Director, Tourism Policy & Monitoring in addition to performing other duties or special assignments that may be assigned from time to time.
- Manages the operational functions of the Tourism Emergency Operations Centre, as the need arises.
- Represents the Ministry on Committees (sectoral, national, and bi-lateral) related to disaster risk management, environment sustainability, cultural heritage and community development issues in the tourism sector.
- Serves as the Ministry's representative on Steering Committees, Technical Working Groups, meetings, conferences, functions, et al, for portfolio projects and programmes funded by national, regional, and international agencies.
- Represents the Ministry at meeting, conferences, and other functions, as directed.

Technical/Professional Responsibilities

- Conducts relevant research and studies on all tourism environmental related issues.
- Executes the Ministry's environmental management, climate change and multi-hazard programmes to include:
 - a. Prepare reports, technical papers, and presentations.
 - b. Provide training and capacity building sessions.
 - c. Conduct research and studies.
 - d. Coordinate consultations.
- Provides technical support and advice to the Chief Technical Director and Senior Director of Tourism Policy and Monitoring in portfolio matters.
- Serves as Project Manager for projects and programmes being implemented by the Ministry and Partner Agencies.
- Collaborates with the Tourism Product Development Company to provide technical support in building the resilience of the sector.
- Oversees the deliverables of service providers contracted by the Ministry or Partner MDAs in portfolio matters.

Policy, Programme and Project Implementation and Monitoring

- Conducts research and prepares policy papers, briefs, and reports in the related subject areas, as required.
- Develops policy proposals and prepares documents and related materials for dissemination and use in policy consultations or sensitization sessions.
- Maintains currency with policy and other developments in the Global Tourism Industry and make recommendations to support the work of the Ministry and its Portfolio Agencies;
- Participates in the reviews and amendments of Tourism Legislations Policies in portfolio areas.
- Establishes an appropriate monitoring framework for Policies and Programmes of the Tourism Policy and Monitoring Branch and prepares Monitoring and Evaluation (M&E) reports.
- Makes policy recommendations and prepares technical reports, briefs, and submissions on tourism product development for information to the Minister, Permanent Secretary, Chief Technical Director, and Senior Director Policy and Monitoring.
- Monitors the implementation of decisions and policies of the River Rafting Authority and submits status reports as required.
- Collaborates with the Strategic Planning and Evaluation Division on the monitoring and evaluation of technical studies to guide policy for sustainable development of the tourism sector.

Stakeholder Management

- Manages networks within the tourism sector, including those with the private sector tourism entities by keeping them informed of policies and procedures that pertain to their respective sub sectors and ensures that strategies are implemented to effect same.
- Acts as a facilitator and establishes and maintains a network of partners with whom agreements and arrangements can be developed.
- Conducts stakeholder consultation to support development, evaluation or modification to policies and programmes.
- Assists in the coordination of stakeholder consultations and consensus-building exercises in the policy development process.
- Liaises and partners with tourism sector stakeholders – Divisions and agencies, private sector associations; Government Ministries, Departments and Agencies; and Non-Government Organizations – to plan, implement and monitor policies and programmes;

Other Responsibilities

- Undertakes the execution of specific tasks assigned in the planning and execution of activities for special or select days or periods in the Ministry's calendar including but not limited to UN designated years or days of focus on Sustainable Tourism for Development, World Tourism Day, and Tourism Awareness Week;
- Executes any other related duties or special assignments as requested by the Minister, Permanent Secretary, Senior Director Services.

Performance Indicators

1. Meeting targets for the review and monitoring processes.
2. Timely completion of individual workplan.
3. Adherence to administrative and management processes for the monitoring and evaluation of programmes;
4. Timely preparation and quality submissions of technical briefs, reports for internal and external partners, and other key documents prepared according to required standard.
5. Timely review of proposals, technical reports submitted for comments by other government agencies and the private sector.
6. Assignments executed in accordance with established terms of reference and guidelines.
7. A partnership approach is adopted with key stakeholders and Government Ministries and Agencies on cross cutting issues.

KEY COMPETENCIES

1. Sound knowledge of the tourism product.
2. Sound knowledge of Resilience and Sustainable Tourism Development concepts and applies skills and training undertaken to job activities.
3. Good Knowledge of Government of Jamaica's Policy formulation and implementation, regulations, procedures, guidelines and established framework.
4. Good Knowledge of research engines.
5. Knowledge in appraising, monitoring, and evaluating projects and proposals.
6. Demonstrates awareness and interest in the broader socio-economic, political and environmental issues, makes suggestions to combat any negative impact that these events or issues may have on the job, function, or organization.
7. Ability to exercise good judgment and initiatives.
8. Good planning and organizing skills.
9. Sound knowledge of crisis management.
10. Possesses good oral, presentation and written communication skills.
11. Demonstrates good interpersonal skills.
12. Proficient in all Microsoft applications.

AUTHORITIES OF THE JOB

Decisions that can be taken

- Procedures for the monitoring and reviewing of programmes and policies.
- Identify with institutions and individuals their non-compliance with specific government policies/regulations.
- Appraise projects and programmes concerned with environmental and cultural issues in the tourism industry.

Decisions that must be referred to supervisor include:

- Strategies to be pursued and country position to be adopted on regional issues.

Decisions that can have serious political and or financial implications.

- Non routine decisions involving serious judgment call.
- Ambiguous policy guidelines or directives.

UNUSUAL REQUIREMENTS/ WORKING CONDITIONS

- The incumbent is required to work more than normal working hours from time to time to meet emergency deadlines for completion of assignments.
- The incumbent is frequently required to travel locally and overseas to represent the Ministry.

MINIMUM EDUCATIONAL REQUIREMENTS

Education/Certification

- Bachelor's degree in Regional Development Planning, Geography, Environmental Management/Natural Resource Management, Tourism Planning/Tourism Management, or a combination of two or more of the mentioned disciplines.
- Training and experience in Policy Development and Analysis, Product Development Planning and Research.
- A minimum of four (4) years' experience in a similar capacity in a Management position in Policy Planning, and/ or Product Development

OR

Any other combinations of qualification and experience.

2. STOREKEEPER/ADMINISTRATOR (GMG/AM 2) - not vacant

JOB PURPOSE

Under the direct supervision of the Director, Administration and Asset Management (GMG/SEG 2) the incumbent manages the daily operations of the Ministry's stores and provides administrative support to the Branch.

KEY RESPONSIBILITY AREAS

Storekeeping Responsibilities

- Manages the Ministry's Stores:
- Ensures that good quality of goods/supplies purchased are thoroughly examined for soundness, quality and quantity.
- Ensures that purchased goods/supplies are received and distributed by way of written requisition.
- Ensures that distributed items are signed for, and records updated daily.
- Ensures that Invoices are obtained and signed off "goods received in good condition" and submitted for certification and payment.
- Ensures that all bin cards are updated daily.
- Maintains and updates inventory database of all stock items in the Storeroom.
- Prepares re-orders list, as needed in keeping with internal approvals and in accordance with minimum levels of inventory.
- Follow up with the suppliers of goods and services to facilitate delivery in accordance with pre-established timelines.
- Informs the Director Administration on any problems being experienced with completing or accomplishing assigned tasks to the required standard.
- Informs the Director Administration of the and prepares the following:
 - Slow moving items
 - Unaccounted items
 - Spoilage/expired items
- Monitors and manages the replacement of paper and other printing supplies to ensure maximum efficiency.

Management/Administrative Responsibilities

- Receives and distributes telephone bills to employees.
- Interfaces with accounts on matters pertaining to outstanding telephone bills and report discrepancy highlighted.
- Updates and maintains records of the Ministry's fleet of vehicle, to include fuel consumption, allocation, service records maintenance schedules and validity of documents.
- Prepare letters for renewal of fleet particulars.
- Reconciles statements generated by the Jamaica Automobile Association Advance Card Systems.
- Carries out inspection of fleet vehicles on a weekly basis and documents observations, as directed by the Director.
- Assists in communicating daily assignments of drivers and vehicles, as directed.
- Research and/or verifies data and/or information for the preparation of activity/performance and other reports.
- Assists in producing Monthly/Quarterly Reports in relation to Office and Fleet Management, services.
- Assists in engaging MTE pre-approved suppliers to effect repair services to furniture and fittings, etc., as directed.
- Provides general assistance to the Director Administration and Asset Management, as directed.

PERFORMANCE STANDARDS

- Actions comply with established procedures and protocols.
- Stocks in storeroom are inventoried and distributed according to organizations policies.
- Customers' requests/enquiries handled promptly and politely.
- Supplier relationships managed professionally and effectively.
- Service requests responded to and/or actioned within one (1) hour.
- Information researched and report compiled on a timely basis.
- Reports prepared in the established format and submitted within the specified timeframe.

AUTHORITY

- To liaise with suppliers of goods and services, as directed

REQUIRED COMPETENCIES

Core

- Good oral/written communication skills
- Excellent customer relations skills
- Good interpersonal skills
- Good time management skills
- Ability to organize.

Technical

- Proficient in relevant Software Applications.
- Good knowledge of storeroom/warehouse operations.
- Working Knowledge of Office Services.
- Good Knowledge of the operations of Government of Jamaica policies and procedures. pertaining to asset and inventory management.

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Diploma/Certificate in Administrative Management, Management Studies, Public Administration, Business Administration.
- At least two (2) years' work experience in a similar capacity.
- Training obtained in Supplies Management/ Warehouse management/Office Management and/or Customer Service principles and practices would be an asset.

OR

Any other combination or qualifications and experience.

Applications accompanied by Resume should be submitted no later than February 17, 2023 to:

Director, Human Resources Management & Development
Ministry of Tourism
64 Knutsford Boulevard
Kingston 5

Applications can also be emailed to hrm@mot.gov.jm

We appreciate all expressions of interest. However, only shortlisted applicants will be contacted