



MINISTRY OF FINANCE AND THE PUBLIC SERVICE

**MINISTRY OF FINANCE & THE PUBLIC SERVICE
JOB SPECIFICATION & DESCRIPTION**

JOB TITLE:	Utility Officer
GRADE:	GMG AM4
POST NUMBER:	72891
DIVISION:	Corporate Planning and Administration
BRANCH:	Office Services & Administration Branch

SUPERVISION RECEIVED FROM:	Manager, Asset, Inventory & Utilities
NATURE OF SUPERVISION:	Periodic supervision based on broad procedures (Weekly or Monthly Review)
SUPERVISION GIVEN TO:	Directly: N/A Indirectly: N/A

This document will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the incumbent. This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Manager/Supervisor

Date

Date received in Human Resources Division

June 2020
Date created/revised

1. JOB PURPOSE (one line reason for job existing)

Under the general supervision of the Manager, Asset, Inventory & Utilities, the Utility Officer is responsible for the processing and the submission of invoices for payment of the utility services consumed by the Ministry of Finance and the Public Service. To ensure that conservation measures/frameworks are implemented and complied with.

2. STRATEGIC OBJECTIVES (statements of intent of what the post seeks to achieve)

- a) To ensure that adequate timely utility services are in place to meet the needs of the all staff
- b) To provide administrative support

3. KEY OUTPUTS (results, deliverables)

- Utility bills and service contracts processed
- Access code and straight line bills processed
- Salary deduction letters prepared and submitted to Finance and Accounts
- Utility bills reviewed and reconciled
- Status reports prepared
- Database maintained
- Utility register maintained
- Ledger maintained
- Conservation strategies employed

4. FINAL OUTPUT (final results corresponding to job purpose)

- The Ministry pays for utility services it consumes and for which it has contractual arrangement.
- A sustainable conservation machinery within the Ministry

5. PERFORMANCE INDICATORS (how success will be measured)

- Conservation measures implemented within the Ministry in accordance with established policy guidelines;

- Utility wastes of any kind detected in a timely manner;
- Invoices for utility services consumed processed in accordance with guidelines and within established timeframes;
- Resolutions of issues with utility providers are handled professionally and in accordance with policy guidelines and within established timeframes;
- Utility Register maintained and updated in keeping with established GOJ guidelines;
- Database updated daily;
- Consumption usage to prepare conservation reports completed in accordance with established format and within established timeframe;
- Quality control strategies employed in keeping with established policy guidelines;
- Confidentiality, integrity and professionalism displayed in the delivery of duties.

6. JOB DUTIES & RESPONSIBILITIES

Technical/Professional Responsibilities

- Assists the Manager, Asset, Inventory & Utilities in monitoring and implementation of conservation measures within the Ministry;
 - Collaborates with the Property, Security and Emergency Management team in the detection of wastes of all kinds and the timely address of these matters;
 - Process invoices for all utility services provided to the Ministry;
 - Liaises with utility providers regarding payments and the resolution of any other pertinent issues arising out of the review of invoices;
 - Checks the Utility Register to identify unexplained increase in consumption levels;
 - Verifies all utility bills for correctness;
 - Records consumption usage to prepare conservation reports and to inform supervisor of any discrepancies or abnormal charges to the account;
 - Conducts periodic checks on meters as part of the quality control strategy in the reconciliation of the invoices;
 - Maintains a Utility database;
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- Process the accounts of landlines, switchboard, cellular phones and fax lines;
 - Distributes cell phone bills for reconciliation to respective users;
 - Follows up with CUG users to ensure compliance with stipulated guidelines as it regards to consumption (private vs. public usage);
 - Assists members of staff in clarifying any queries on their bills;
 - Identifies and reports noticeable increases in telephone bills (CUG/land lines);

- Liaises with Accountant General's Department and Finance and Accounts regarding the payment of utility bills;
- Prepares monthly reconciliation statements of payments made by Accountant General's Department and the amount billed by the utility companies to ensure accuracy of payment;
- Prepares monthly cash flow;
- Prepares transmittals and commitment to the Finance and Accounts Division;
- Prepares monthly reports;
- Provides day to day technical support to end users of utilities as the first point of contact;
- Supervises the recovery of the cost of utility services deemed to the government but was consumed for private purposes;

Management/Administrative Responsibilities

- Develops Individual Work Plan based on alignment to the overall plan for the section and performance measures/standards;
- Participates in meetings, seminars, workshops and conferences as required;
- Prepares monthly reports on customer complaints, number of issues resolved, and other documents as required.

Human Resources Responsibilities

- Contributes to and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and Ministry's goals;
- Assists with the preparation and conducts presentations on the Orientation and Onboarding programme;

Customer Service Responsibilities

- Maintains customer service principles, standards and measurements;
- Identifies and incorporates the interests and needs of customers in business process design;
- Ensures critical success factors are identified and meets expectations;

Other Responsibilities

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

7. AUTHORITY (decisions you have the power to make or recommend)

- Send out reminders to cell phone users
- Prioritize bills for payment
- Makes projections

8. RESOURCES MANAGED (budget, purchases, other assets)

N/A

9. CONTACTS (Liaises with)

Contact	Purpose
Manager, Asset, Inventory and Utility Senior Utility Officer	<ul style="list-style-type: none"> • Escalate issues, keep informed advise and receive objectives • Receive guidance • Identify emerging issues in the section
DFS/Divisional Heads, Unit Heads and other executives	<ul style="list-style-type: none"> • To receive information • Provide expert advice, counsel and recommendations on decisions and initiatives
General Staff	<ul style="list-style-type: none"> • Resolve and provide solutions to pertinent issues • Enhance efficiency and quality of service

External Contacts

Contact	Purpose
Public Utility Companies such as JPS/NWA/FLOW/Digicel	<ul style="list-style-type: none"> • To request and share information
Ministry of Local Government and Community Development,	<ul style="list-style-type: none"> • To request and share information •
Office of Utilities Regulations (OUR)	<ul style="list-style-type: none"> • To request/ share information
Other MDAs	<ul style="list-style-type: none"> • Providing/requesting information on Utility matters
NEPA	<ul style="list-style-type: none"> • Providing/requesting information on ICT matters
Jamaica Conservation Development Trust	<ul style="list-style-type: none"> • To obtain expert advice

10. MINIMUM REQUIREMENTS

Qualifications and Experience

- Bachelor's Degree in Management Studies, Public Administration or a related discipline;
- Training in conservation techniques
- Three (3) years related experience in a similar environment

Competencies

Technical

1. Sound knowledge of utilities management
2. Sound knowledge of Public Utilities regulations and guidelines
3. Working knowledge of the policies and guidelines of the Ministry
4. Working knowledge of FAA Act
5. Good knowledge of the Ministry standards and procedures
6. Demonstrates sound personal and professional integrity, reflecting high ethical and moral values

Core

- Excellent interpersonal and team management skills
- Excellent communication skills
- Strong analytical and problem solving 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

11. SPECIAL CONDITIONS OF THE JOB (disagreeable work environment etc.)

- Work will be conducted in an office outfitted with standard office equipment and specialized software
- The position entails meeting tight deadlines/timelines which will result in high degrees of pressure, on occasions
- May be required to travel locally to conduct site visits.

Incumbent

Date

Name of Supervisor _____ Job Title of Supervisor _____

Signature of Supervisor _____ Date _____

VALIDATION

The Head of the Division's agreement as signified below has validated this document:

Name of Head _____ Job Title of Head _____

Signature of Head _____ Date _____

