

FIREARM LICENSING AUTHORITY

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE	DATA INPUT CLERK
JOB GRADE	MIS/IT 1
POST NUMBER	
DIVISION	Information Systems & Technology
REPORTS TO	Manager, Information Systems
REMUNERATION	\$1,044,210.00 per annum

Job Purpose

- To undertake data entry activities to update the Authority's Database.

Key Outputs

- Electronic licence created, scheduled and issued
- Biometric information captured
- Replacement licence cards processed
- licence cards printed
- Files stored and archived
- Data entered and updated
- Applications processed timely
- Daily, monthly and quarterly reports prepared
- Customer services policies and procedures documented.

Key Responsibility Areas:

Technical/Professional Responsibilities

- Schedule and create electronic licence for new firearm holders
- Create and issue electronic licences for existing firearm holders.
- To capture biometric information for new firearm holders to generating licences.
- To process replacement licence cards for firearm holders.
- Print licence cards for Kingston and Regional Offices.

- To input firearm information and process licences for security guards amendments.
- Input firearm and ammunition information on the Licence Management System for Firearm Dealers.
- Update all new application files on the Database.
- receive, update and process applications for Disposals/Surrender of Firearm Licences, Replacement of Defective Firearm and Additional Ammunition.
- Register Safe Use and Handling results.
- Complete the electronic fingerprinting of firearm holders.
- Enter relevant data onto computer in accordance with guidelines given.
- Store sensitive information properly ensuring confidentiality in accordance with instructions given.
- Calculate, where relevant, the correct fee to be paid.
- Route documents for action to appropriate section and follow-up.
- Dispatch amended licence fee certificates to applicants.
- Assist customers in completing application forms.
- Customer queries and issues are responded to within agreed time scales in accordance with the Authority's policies and procedures.
- Maintain a record of customer enquiry and documents received.
- Examine documents being submitted and advise customers of completeness or any corrections to be made
- Dispatch completely processed documents to the respective department, Regional Offices, Security Companies and Licence Holders.

Other Responsibilities

- Perform other related duties as assigned from time to time by the Supervisor.

Authority (decisions the post holder has the power to make or recommend)

- Access to data and files.
- Liaise with customers and external bodies

Performance Standards

- Assignments, volume targets and deadlines are met
- Confidentiality and integrity are exercised in the execution of duties
- High print quality is observed
- Work is consistently 99% accurately
- Accurate information and advice are given to customers within agreed time scales.
- Customer queries and issues are responded to within agreed time scales in accordance with the Authority's policies and procedures.
- Reports and data compiled are accurate

Internal and External Contacts:

Internal Contacts

Contact	Purpose of Communication
Manager, Applications Processing	To verify data

External Contacts

Contact	Purpose of Communication
Applicants and customers of the Authority	To provide information

Working Conditions:

- Standard office environment

Required Competencies:

Core

- Working knowledge of relevant computer systems and applications.
- Typing speed of 50 w.p.m.
- Excellent word processing skills.
- Good Interpersonal skills.
- Detail conscious.
- Good time management and organizing skills.
- Good communication skills (both oral and written).

Minimum Required Education and Experience

- Four (4) GCE O' Level/CXC General Proficiency level subjects, including English Language.
- One (1) year computer operating experience.