

## Employment Opportunity



### FIREARM LICENSING AUTHORITY

The Firearm Licensing Authority, invites applications from suitably qualified persons to fill the following position:

|             |                                       |
|-------------|---------------------------------------|
| JOB TITLE   | <b>APPLICATION PROCESSING OFFICER</b> |
| JOB GRADE   | GMG/AM2                               |
| POST NUMBER | \$1,370,094 per annum                 |
| DIVISION    | Regional Office -Mandeville & St. Ann |
| REPORTS TO  | Regional Director                     |

#### Job Purpose

To provide information and guidance to customers to facilitate registration in accordance with the law and Authority's policies and procedures.

#### Key Outputs

- Customer services policies and procedures documented.
- Daily, monthly and quarterly reports prepared.
- Questionnaires, surveys, polls developed.
- Manuals and publications produced

#### Key Responsibilities Areas:

- Provide one-stop information and advice to customers.
- Instruct customers as to the correct format and content of documents to be submitted.
- Examine documents being submitted and advise customers of completeness or any corrections to be made
- Calculate, where relevant, the correct fee to be paid.
- Write memorandums indicating amendments to be made to documents.

- Administer customer questionnaires, surveys and polls and gain feedback on quality of customer service provided and identify areas for improvement.
- Maintain a record of customer enquiry and documents received.
- Route documents for action to appropriate section and follow-up.
- Dispatch certificates and certified copies to respective applicants.
- Assist customers in completing application forms.

### **Other Responsibilities**

- Perform other related duties assigned from time to time by the Director or designate.

### **Authority (decision the post holder has the power to make or recommend)**

- Liaise with customers and external bodies

### **Performance Standards**

- Accurate information and advice is given to customers within agreed time scales.
- Reports and data compiled are accurate
- Customer queries and issues are responded to within agreed time scales in accordance with the Authority's policies and procedures.
- Work volume targets, daily, weekly and monthly deadlines are met
- Registration forms and other documents are properly completed in accordance with Authority standards
- Confidentiality, courtesy and integrity are exercised.

### **Internal and External Contacts:**

#### **Internal Contacts**

| <b>Contact</b>                         | <b>Purpose of Communication</b>   |
|--|-----------------------------------|
| Divisional heads and senior management | To access and provide information |
|  |                                   |

#### **External Contacts**

| <b>Contact</b>                            | <b>Purpose of Communication</b> |
|---|---------------------------------|
| Applicants and customers of the Authority | To provide information          |
|   |                                 |

**Working Conditions:**

- Work is performed in a standard office environment

**Required Competencies:**

- Good interpersonal skills.
- Good problem solving skills.
- Good knowledge of relevant computer applications.
- Good communication skills (both oral and written).
- Good time management and organizing skills.

**Minimum Required Education and Experience**

- Four (4) subjects at GCE O'Level/CXC General Proficiency inclusive of English Language.
- Diploma in Business Administration from a recognized tertiary institution
- Two (2) years' related experience