

FIREARM LICENSING AUTHORITY

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE	Compliance and Enforcement Officer
JOB GRADE	GMG/SEG2
SALARY RANGE	\$3,332,803.00 per annum
DIVISION	Kingston Headquarters

Job Purpose:

To conduct the Authority's programme of Investigative Audits and Complaints Investigation.

Key Outputs:

- Accurate investigation reports
- Timely delivery of investigation reports
- Investigation progress reports

Key Responsibility Areas:

Technical/Professional Responsibilities

- Liaise with customers, government ministries, departments and agencies and private sector organizations to disseminate information and gain customer feedback
- Prepare monthly and annual performance reports and statistics
- Contribute to the development of the corporate plan and budget to ensure the department targets and objectives are reflected
- Conduct comprehensive audit of security companies, trainers, dealers, gunsmiths and ranges and prepare relevant reports
- Complete renewal of dealers, gunsmiths and security companies (Armed Guards and Principals)
- Coordinate the retrieval of Firearms/Ammunition from private residency, Police Stations, etc
- Coordinate the inspection of Firearms/ammunition being imported by the Dealers
- Preparation of case files for deceased licence holders
- Communicate with members of the public on the Authority's policies and practices and relevant legislations

- Administer customer questionnaires, surveys and polls to gain feedback on Authority services and identify areas for improvement.
- Investigate complaints and infractions committed by and against firearm holders.
- Record statements
- Process and verify requests for Additional Ammunition for Security Companies
- Serve Revocation Orders on licensed holders
- Investigate complaints received on employees
- Investigate appeal matters
- Drive compliance of licence holders
- Officers are on call 24 hrs to include weekends.

Other Responsibilities

- Performs other related duties as assigned from time to time by the Director, Compliance and Enforcement.

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

- Authority to recommend the de-certification of Firearm Instructors, Firearm Ranges and Dealers as well as Firearm Practical Training Courses
- Liaise with customers and external bodies

Performance Standards:

- Work volume targets and daily, weekly and monthly deadlines are met.
- Reports and data produced are accurate and complete
- Customer queries and issues are responded to within agreed timescales in accordance with the Authority's policies and procedures
- Customers express satisfaction with the service received
- Authority policies and procedures are adhered to.

Working Conditions:

Position entails occasional performance of assignments which require much road commute.

Required Competencies:

Core

- Excellent interpersonal skills.
- Excellent Communication skills.
- Excellent problem solving skills.
- Good management skills
- Good planning and organizing skills
- Good analytical skills and sound judgment
- Good time management skills
- Working knowledge of relevant computer applications

- Ability to work under pressure.

Minimum Required Education and Experience

- Bachelor's Science in Management Studies or equivalent qualification/training
- Three (3) years' related experience
- Ability to pass a background security check