

GOVERNMENT OF JAMAICA

JOB DESCRIPTION AND SPECIFICATION

FIREARM LICENSING AUTHORITY

JOB TITLE	SENIOR FIREARM EXAMINATION OFFICER
JOB GRADE	GMG/SEG 1
POST NUMBER	
DIVISION	Applications and Certification
RENUMERATION	\$3,094,839.00 per annum

Job Purpose

Conduct a programme of certification or de-certification of applicants, Firearm Instructors, Firearm Ranges and Practical Firearm Training Courses.

Key Outputs

- Firearm Examination Certificates
- Firearm Instructors Certificates.
- Firearm Range Certificates.
- Reports on monitoring activities.
- Successful collaboration with the Jamaica Constabulary Force.

Key Responsibility Areas:

Technical/Professional Responsibilities

- Administers the Firearm Examination.
- Inform applicants of result and updates the Authority's database.
- Reviews application for certification from Firearm Instructors, process applications and inform applicants.
- Monitors practical Firearm Training Courses to ensure adherence to standards and guidelines, which have been set by the Authority.

- Monitors Gun Clubs and approved Firearm ranges to ensure adherence to standards set by the Authority.
- Conduct inspection of private security companies firearm vaults on behalf of the Authority to ensure that the proper security standards are being met.
- Monitors adherence to the procedures set governing the sale of ammunition by private dealers.
- Liaise with customers, government ministries, department and agencies and the private sector organizations to disseminate information and gain customer feedback.
- Review customer comments and suggestions received and respond to issues raised.
- Prepared weekly, monthly and quarterly performance report and statistics.
- Contribute to the development of the corporate plan and budget to ensure the department targets and objectives are reflected.
- Communicate with members of the public on Authority policies and practices and relevant legislation.
- Advise and respond to customer enquires related to new registrations and legislation administered by the office. Instruct customer service as to correct format and content of documents to be submitted.

- Design and administer customer questionnaires, survey and polls to gain feedback on Authority services and identify areas for improvement.

Other Responsibilities

- Perform other related duties as assigned from time to time by Manager Examination and Certification.

Authority (decision you have the power to make or recommend)

- Authority to recommend the certification or de-certification of Firearm Instructors.
- Firearm Ranges and Firearm Practical Training Courses.
- Liaise with customers and external bodies.
- Initiate disciplinary action in accordance with the Authority's policies and procedures.
- Recommend staff leave.

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 timescale in accordance with the Authority's policies and procedures.
- Customer express satisfaction with the service received.
- Authority's policies and procedures are adhered to.

Internal and External Contacts:

Internal Contacts

Contact	Purpose of Communication
Heads of Departments and Senior Staff	Request and send information

External Contacts

Contact	Purpose of Communication
Firearm Dealers	To inspect and certify
Security Companies	To conduct competency test
Firearm Instructors/trainers	
Applicants for Firearm Licences	

Working Conditions:

- Position entails occasional performance of assignments which require much road commute and extended working hours.
- May have dusty work conditions which will involve strenuous activities (appropriate gears should be worn)

Required Competencies:

Core

- Excellent interpersonal skills and customer relations skills.
- Excellent Communication skills both written and oral.
- Excellent problem solving skills.
- Good management skills.
- Good planning and organizing skills.
- Good analytical skills and sound judgement.
- Good time management skills.
- Working knowledge of relevant computer applications.
- Knowledge of the Firearm Act and related issues
- Ability to work under pressure.
- Technically inclined and ability to learn and adapt to dynamic environment
- Ability to work in high risk environments (example shooting ranges)

Minimum Required Qualification

- Bachelors Degree in Management Studies or equivalent qualification/training.

- Three (3) years related experience at Supervisory level.
- Experience in writing project proposals
- Qualified Firearm Instructor.

