



Ministry of Industry Investment & Commerce

Jamaica's **Business** Ministry



Health. Safety. Fairness in Trade.

The National Compliance & Regulatory Authority (NCRA), an Agency of the Ministry of Industry, Investment and Commerce, is seeking to identify a suitable candidate to fill the following position:

ADMINISTRATIVE ASSISTANT (*LEVEL 4*)

IMPORT AND DOMESTIC COMMODITIES INSPECTORATE (IDCI)

(REGULATORY SERVICES BRANCH/EASTERN REGIONAL OFFICE (KINGSTON))

Salary Range: \$2,190,302 – \$2,945,712 per annum

JOB SUMMARY

Under the general direction of the Team Leader, Import and Domestic Commodities Inspectorate (IDCI) - Eastern Regional Office (Kingston), the **Administrative Assistant (Level 4)** facilitates the attainment of the goals and objectives of the Inspectorate by providing effective and efficient administrative, secretarial, and customer service support to the Eastern (Kingston) Regional Office. The incumbent is required to maintain accurate records, manage databases, coordinate communication, and support regulatory and compliance activities. The Administrative Assistant contributes to effective planning, stakeholder engagement, and overall organizational efficiency by handling administrative tasks proficiently, consistent with the NCRA's policies and procedures.

KEY RESPONSIBILITIES

Management/Administrative Responsibilities

- Answer and direct telephone calls to facilitate effective communication and customer service for the Eastern (Kingston) Regional Office.
- Provides information as required, and ensures messages are accurately recorded and relayed to the appropriate personnel in a timely manner.

- Receives and reviews incoming correspondence (electronic or in-person) to ensure efficient handling and timely completion of required actions in accordance with established procedures.
- Records incoming correspondence, dispatches, and processes accordingly
- Drafts responses to correspondence received via email or in person and proofreads outgoing communication to ensure accuracy and professionalism
- Greets and interacts with clients and visitors in person, providing guidance, information, or referrals as necessary to support the effective delivery of services at the Eastern (Kingston) Regional Office.
- Arrange appointments/meetings, as scheduled or directed for the Eastern (Kingston) Regional Office, and advise accordingly
- Coordinates training sessions, workshops, and stakeholder meetings
- Sets up and coordinates meetings as scheduled or directed
- Prepares and dispatches correspondence and required documentation generated
- Procures stationery and other office supplies
- Provides secretarial and administrative support for meetings, inclusive of scheduling, preparing the agenda, and taking minutes in consultation with the Team Leader, IDCI, Eastern (Kingston) Regional Office
- Drafts responses to incoming mail and proofreads all outgoing responses for accuracy
- Collates and processes monthly reports for the IDCI
- Monitors and controls items of stock for the IDCI
- Maintains a proper filing and recording system (both electronic and manual) to allow for easy retrieval of data when required
- Prepares the necessary forms, reports, and presentations from the Eastern Regional Office
- Assists with the preparation of the annual budget for the office
- Types reports, correspondence, memos, forms, agendas
- Acts as secretary on select committees
- Co-ordinates and provides administrative support and assistance for the internal functioning of the Eastern Regional Office

Technical and Professional Responsibilities

- Liaise with relevant subcontractors and outsourcing organizations to facilitate the smooth execution of operations at the Eastern (Kingston) Regional Office (e.g. BSJ's Finance & Accounts regarding the processing of payments)
- Generate and follow up with service requests
- Track due dates to support planning and regulatory activities
- Research and provide information to the Team Leader for the preparation of critical reports
- Update databases
- Assists with the processing of documents for enforcement actions
- Maintains and updates databases to accurately reflect client registration status, ensuring the information is structured to support tracking of inspection due dates and optimizing the inspection planning process
- Prepares and dispatches certificates
- Dispatches test reports to clients

Human Resource Responsibilities

- Coordinates training sessions, workshops, and stakeholder meetings
- Communicate with clients and stakeholders to provide necessary guidance

OTHER RESPONSIBILITIES

- Perform any other related duties, which may be assigned

REQUIRED COMPETENCIES

Core Competencies

- Very good oral and written communication skills
- Good Interpersonal skills
- Ability to work on own initiative
- Demonstrated integrity
- Ability to work well under pressure
- Ability to plan and organize
- Ability to work in teams and exhibits cooperation
- Demonstrate the ability to reason
- High level of confidentiality

Functional and Technical Competencies

- Excellent computer skills, particularly in the use of Microsoft Office suite
- Excellent knowledge of minute taking and document preparation (e.g. letters, reports, memos)
- Excellent knowledge of database management, filing and record keeping
- Working knowledge of office equipment maintenance and service
- Ability to multi-task and to meet tight deadlines
- Ability to be part of a team

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- Diploma in Business Administration or equivalent
- Certified Professional Secretary (CPS) designation
- Advanced Computer literacy in the Microsoft Office suite
- Two years' experience as an Administrative Assistant or Senior Secretary in a technical institution
- Continuous Professional Development

- Practical knowledge of accounting software and systems (Excel, Pear Tree, ACCPAC)

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Occasional long hours to meet deadlines
- Standing for long hours
- Sitting for long hours

Applications must be submitted no later than **August 21, 2026**, by **email only** to:

The Manager, Human Resources

National Compliance and Regulatory Authority (NCRA)

19 Hope Road

Kingston 10

Email: humanresource@ncra.org.jm

The subject line must state the Job position you are applying for.

Please note that while we appreciate all applications, only shortlisted applicants will be contacted.