



MINISTRY OF LABOUR AND SOCIAL SECURITY

CAREER OPPORTUNITY

The Ministry of Labour and Social Security invites applications from suitably qualified professionals to fill the following position:-

Senior Inspection and Compliance Officer (GMG/SEG 2) (Vacant)

Applications are invited from suitably qualified officers to fill the positions of **Senior Inspection and Compliance Officer (GMG/SEG 2) (Vacant) within the Social Security Division - Administration of National Insurance and Public Assistance -Local Offices: Hanover.**

1. JOB PURPOSE

To administer and enforce the provisions of the National Insurance Act and Regulations within the parish, ensuring employer and self-employed contributor compliance, and to provide public education on the benefits and obligations under the National Insurance Scheme. This involves public outreach, monitoring the payment of contributions, identifying delinquents, negotiating compliance, initiating enforcement activities as necessary and participating in legal proceedings.

2. KEY OUTPUTS

- Level of non-compliance among employers assessed.
- Inspections of delinquent employers and self-employed contributors conducted.
- Outstanding contributions and interest calculated.
- Interviews and negotiations with delinquent parties conducted.
- Payment arrangements established and monitored.
- Legal actions initiated and court representations made.
- Public education sessions conducted.
- Compliance and audit reports prepared and submitted.
- Contributions and benefits compliance ensured.
- Guidance and support provided to junior staff and stakeholders.

3. Technical/Professional Responsibilities

- Establish the level of non-compliance among employers in the parish.
- Calculate outstanding contributions and interest due from delinquent employers/contributors, and explain liabilities and delinquencies to employers and contributors to help resolve current liabilities and prevent future delinquencies.
- Conduct inspections of delinquent employers and self-employed contributors and monitor compliance listings.
- Conduct interviews with delinquent parties and representatives to collect outstanding contributions and initiate corrective actions.
- Assess and monitor assigned delinquent employers and self-employed contributors.
- Recommend initiation of legal action to Parish Administrator and represent the MLSS at court as required, including producing documentary evidence for court cases to support the NIS position and testifying as an expert witness for NIS.
- Issue status/notice/compliance/reminder letters and make phone calls to non-compliant employers and contributors.
- Prepare and issue (through Parish Administrator – NIS) summonses, Information Sheets or any documents required at each stage of the NIS' established processes.

- Assess default court cases and recommend enforcement actions through Parish Administrator – NIS when delinquent employers and self-employed contributors who neglect or refuse to satisfy judgment orders.
- Negotiate payment arrangements and monitor payment schedules.
- Secure full payments of liabilities or report accounts not honoured.
- Recommend enforcement actions for delinquent employers and contributors who neglect or refuse to satisfy judgment orders.
- Persuade and motivate delinquent parties to resolve existing delinquencies.
- Reconcile non-compliance case files based on payments made and verify contributions paid.
- Analyse financial information from various sources and attend bankruptcy meetings as required.
- Participate in periodic compliance surveys and pensioner re-verification surveys.
- Prepare clearance letters to revenue agencies and other organizations.
- Investigate applications for waiver of interest and make recommendations.
- Prepare documents and attend Waiver of Interest Committee meetings.
- Investigate employee complaints and conduct compliance audits.
- Prepare and submit documents for garnishment cases.
- Conduct investigations into pension application cases.
- Guide and assist Inspection and Compliance Officer with non-compliance procedures.
- Execute inspections and non-compliance functions as necessary to support meeting branch targets.
- Participate in the establishment of targets for NIS operations.
- Provide technical advice on the National Insurance Act and Regulations.
- Maintain electronic data processing systems (e.g., JNISS & RAIS).
- Provide customer service to external and internal stakeholders.
- Attend internal meetings as required.
- Represent the MLSS at meetings, conferences, and other forums.
- Conduct public education sessions on NIS services.

Administrative

- Monitor compliance to ensure all employers are identified, registered, and contributions are remitted.
- Prepare and submit work plans, itineraries, and activity reports within the agreed timeframe.
- Participate in performance evaluation activities within the agreed timeframe.
- Prepare and submit reports on case files and court activities.
- Prepare and submit quarterly financial arrears reports.
- Prepare and submit public education and monthly collection reports as required.

Other Responsibilities

- Performs any other duties and responsibilities as may be determined by the Ministry of Labour and Social Security from time to time.

4. PERFORMANCE STANDARDS

- Accurate calculation of outstanding contributions and interest completed in accordance with the National Insurance Act and Regulations.
- Comprehensive inspections conducted and accurate reports prepared within agreed timeframes.
- Payment schedules established and monitored effectively.
- Legal actions initiated and represented in court as required.
- Effective public education sessions conducted.
- Compliance and audit reports prepared and submitted on time.
- Contributions and benefits compliance ensured.
- Maintain proper and accurate records keeping on non-compliant employers.

- Achieve and maintain an average of 85% compliance rate by employers.
- Guidance and support provided to junior staff and stakeholders effectively.

5. AUTHORITY

- Signing compliance letters, with knowledge of Parish Administrator – NIS
- Negotiate payment arrangements and settlements in keeping with established guidelines.
- Represent MLSS in public outreach/education activities.

6. REQUIRED COMPETENCIES

Core

- Strong administrative skills.
- Ability to motivate others.
- Leadership skills.
- Good oral and written communication skills.
- Excellent interpersonal skills.

Technical

- Sound knowledge of the National Insurance Act and Regulations.
- Proficiency in the use of relevant computer applications.
- Good problem-solving, numeric, and analytical thinking skills.
- Good customer service skills.
- High level of integrity.

7. MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Degree in Business Administration or related field.
- Three years working experience.
- Training in negotiation would be an asset

OR

- An equivalent combination of qualifications and experience relevant to the job.

8. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- May be required to work long, irregular hours, including during natural disasters and on public holidays.
- May be required to travel to remote/volatile areas or long distances alone to conduct work assignments, including in a post-disaster environment.
- May be required to work with poorly kept/soiled external records

Please visit <https://www.lmis.gov.jm/> and submit applications accompanied by resumes no later than **Wednesday, July 2, 2025** addressed to

Senior Director, Human Resource Management and Development
Ministry of Labour and Social Security,
14 National Heroes Circle, Kingston 4

Applications and resumes may also be sent to: resume@mlss.gov.jm

Please note that only shortlisted persons will be contacted.