

Accountant General's Department



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Job Description & Specification

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2025



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LIFE CERTIFICATE
OFFICER -
PENSIONS

21 Dominica Drive, Kingston, Jamaica

Job Description & Specification

Job Title: Life Certificate Officer - Pensions

Post Number: 62822; 62839; 78148; 78149

Job Level: PIDG/RIM 2

Department: The Accountant General's Department – A Department of the Ministry of Finance and the Public Service

Reports to: Administrator- Pensions

Direct Reports: N/A

This Job Description has been approved by the Accountant General and will be used as a management tool and specifically will enable the classification of positions and the evaluation of the performance of the post incumbent. It is validated as an accurate and true description of the job as signified below:

Accountant General

Date

Date received in Human Resource Unit

Date created/revised

1. STRATEGIC OBJECTIVES:

The Financial Operations Division is responsible for revenue management; budget execution; pensioner's payroll and centralized salary payments. The Division undertakes all functions of the Central Treasury Management with regards to receipt, payment, and reporting. It performs the role of manager of the Treasury Single Account (TSA) and other bank accounts of the Government. It executes an efficient receipt and payment system. This division ensures that centralized disbursements of payments from the Consolidated Fund under the authority of Warrants, including pension payments and salaries, are executed accurately and timely. Disbursements also include payments from extra-budgetary funds.

This division also has responsibility for revenue management and compliance as per section 15 of the FAA Act, ensuring that all receipts/revenue due to the Government are deposited to the designated accounts in a timely and efficient manner.

2. JOB PURPOSE:

Reporting to the Administrator - Pensions, the Life Certificate Officer processes all incoming Life Certificates to facilitate the payment of monthly pensions in respect of Government Pensioners.

Summary of the broad purpose of the position in relation to Government's goals and strategies:

- To clear all incoming Life Certificates from the deposit boxes daily
- To adhere to the procedures for the effective processing of Life Certificates.
- To ensure compliance with financial regulations and standards
- To process all return mail

3. KEY OUTPUTS:

- Systems and procedures for pension Life Certificates maintained
- Incoming Life Certificates processed and payroll updated
- Administrator advised of invalid Life Certificates
- Return mail scanned

4. KEY RESPONSIBILITIES:

Technical

- Maintains appropriate systems and controls to ensure accurate and timely delivery of services to pensioners;
- Processes (checks, scans and updates system) incoming Life Certificates and informs Administrator of invalid Life Certificates;
- Ensures the maintenance of complete and current records related to the administration of pension;
- Assists supervisor with information to facilitate response to letters/queries on various aspects of pension life certificate related matters, including conducting any required research;
- Assists with information to facilitate the resolution of complaints/queries;

Any Other Duties

Any other related duty that may be assigned from time to time

5. KEY PERFORMANCE INDICATORS

The job is successfully performed when:

- Pension payments are made
- Incoming pensioners' Life Certificates processed
- Return mail processed
- Pension records are complete, current and accessible

6. REQUIREMENTS FOR THIS JOB:

a. Qualification and Training

Essential:

- 4 CXC's to include English Language and a numerical subject

Desirable:

- Evidence of continuing professional development

b. Essential Experience and Knowledge:

- Good knowledge of Department rules and procedures.
- knowledge of the Pensions Act
- Working knowledge of relevant computer system and applications
- Good knowledge of Staff Order and the FAA Act.

c. Competencies

The incumbent is a public servant who represents the Government at all times; the following competencies are required for the effective performance of this job.

- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department in a consistent, effective and efficient manner
- **Analytical Thinking, Decision Making, and Problem Solving:** The capacity to analyze problems promptly, choose between alternatives, and effect meaningful solutions
- **Use of Technology:** The ability to accept and implement information technology in work activities to enhance organisational performance;
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice, and show consistency between established values and behaviors, in order to build trust and credibility;
- **Collaboration and Team Work:** The ability to be collaborative, and an inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, and to build long term internal and external relationships and gain support to achieve desired objectives
- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high quality service
- **Emotional Intelligence:** Possession of self-awareness, self-management, social awareness, and social skills – The ability to display behaviors appropriate to the AGD's business and social environment
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing, and in one-on-ones face-to-face, with excellent public speaking skills

- Ability to work effectively under pressure

7. SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

Physical Demands - N/A

Work Environment - Normal office conditions

Data Protection

Officers are required to comply with the Data Protection Act and the AGD's Data Protection Policies.

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Name of Employee

Signature of Employee

Date

Name of Supervisor

Signature of Supervisor

Date