

# HOT OCCUPATIONS IN THE JAMAICAN LABOUR MARKET JANUARY 1 TO MARCH 31, 2015

## A review of job advertisements published in the newspapers and via the internet

This document provides a quarterly analysis of job advertisements published in the Jamaica *Gleaner* and *Observer* newspapers between January 1 and March 31, 2015. It also includes vacancies posted on the Internet.

### Top 10 Occupations Advertised

The total number of jobs posted in the *Gleaner* and *Observer* for the period was 4,909. The Top 10 Occupations advertised was disaggregated by the Career and Classified sections of the *Gleaner* and *Observer*. Manager (242) was the most popular among the Top 10 Occupations in the Career section, while Bartender (125) was the most featured job in the Classified section (**See Table 1**).

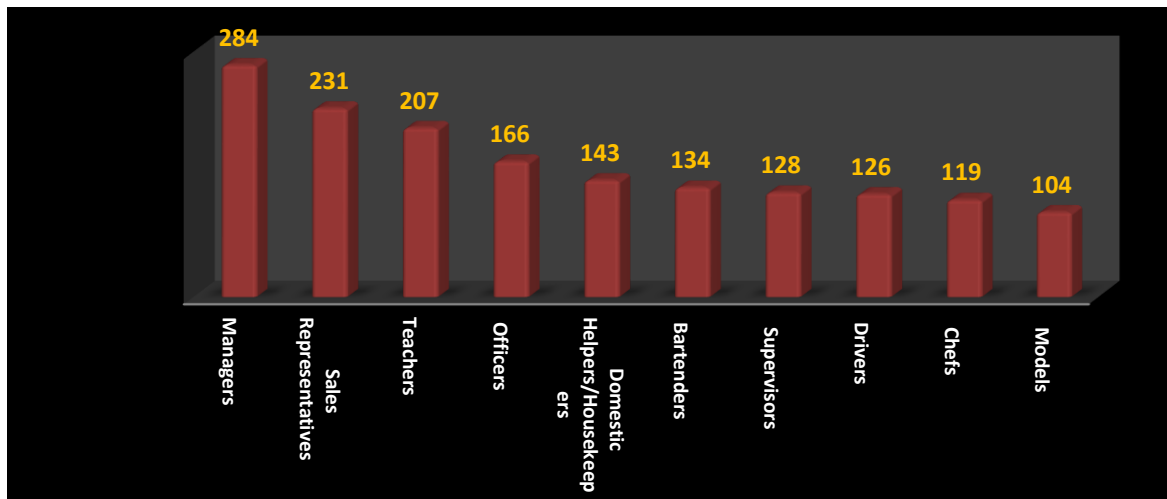
**Table 1: Occupations Advertised in Career and Classified Sections of the *Gleaner* and *Observer***

Top Ten Career Section	Total	Top Ten Classified Section	Total
<b>Managers</b>	242	Bartenders	125
<b>Officers</b>	136	Teachers	116
<b>Sales Representatives</b>	103	Sales Representatives	111
<b>Teachers</b>	91	Models	106
<b>Supervisors</b>	91	Drivers	99
<b>Directors</b>	47	Domestic Helpers	96
<b>Technicians</b>	46	Chefs	90
<b>Accountants</b>	38	Masseuses	82
<b>Engineers</b>	31	Security Guards/Officers	81
<b>Administrative Assistants</b>	30	Store Clerks	79

Source: *Gleaner* and *Observer* newspapers January 1 to March 31, 2014

A compilation of advertisements of both sections, Managers headed the Top Ten Occupations (**See Figure 1**).

**Figure 1: Top 10 Occupations**



**Advertisement by Occupational Group**

Further classification was done based on occupational groups. Vacancies were highest in the category “Professionals, Senior Officials and Technicians”, which totalled 1,979 or forty per cent of jobs advertised. This group was also the largest in the same quarter of the previous year (**See Table 2**). In addition, it accounted for 785 jobs or 48 per cent of the Top Ten occupations listed above. The second largest occupational group was “Service Workers, Shop and Market Sales Workers”, which totalled 1,409 (**See Table 2**).

**Table 2: Advertisements by Occupational Group**

Occupational Groups	January to March 2014	January to March 2015
Professionals, Senior Officials and Technicians	1,765	1,979
Service Workers, Shop and Market Sales Workers	1,397	1,409
Clerks	545	515
Elementary Occupations	523	497
Plant and Machine Operators and Assemblers	241	224
Craft and Related Trade Workers	205	245
Skilled Agricultural and Fishery Workers	43	40
<b>Total Jobs Advertised</b>	<b>4,719</b>	<b>4,909</b>

Source: Gleaner and Observer newspapers January 1 to March 31, 2014 and 2015

The Top Ten vacancies were disaggregated by occupational group. In addition to Managers, occupations such as Cashiers, Sales Representatives, Gardeners, Technicians, Drivers and Domestic Helpers were the leading vacancies among the other occupational groups (See Table 3).

**Table 3: Top Ten Jobs in Each Occupational Group**

Occupational Group	Top Ten Occupations Advertised	Number of Vacancies	Percentage (%)
<b>Professionals, Senior Officials and Technicians</b>	<ol style="list-style-type: none"> <li>1) Manager</li> <li>2) Teacher</li> <li>3) Officer</li> <li>4) Supervisor</li> <li>5) Accountant/Auditor</li> <li>6) Administrative Assistant</li> <li>7) Director</li> <li>8) Coordinator</li> <li>9) Contractor</li> <li>10) Nurse</li> </ol>	1,112	56.2
<b>Clerks</b>	<ol style="list-style-type: none"> <li>1) Cashier</li> <li>2) Store Clerk</li> <li>3) Receptionist</li> <li>4) Accounting Clerk</li> <li>5) Counter Clerk</li> <li>6) Secretary</li> <li>7) Front Desk Clerk/Agent</li> <li>8) Telephone Operator</li> <li>9) Data Entry Clerk</li> <li>10) Telemarketer</li> </ol>	403	78.3
<b>Service Workers, Shop and Market Sales Workers</b>	<ol style="list-style-type: none"> <li>1) Sales Representative</li> <li>2) Bartender</li> <li>3) Chef</li> <li>4) Model</li> <li>5) Security Guard/Officer</li> <li>6) Masseuse</li> <li>7) Waiter</li> <li>8) Customer Service Representative</li> <li>9) Housekeeper</li> <li>10) Sales Agent</li> </ol>	978	69.4
<b>Skilled Agricultural and Fishery Workers</b>	<ol style="list-style-type: none"> <li>1) Gardener</li> <li>2) Animal caretaker</li> <li>3) Farm labourer</li> <li>4) Pest control technician</li> <li>5) Plant specialist</li> <li>6) Dolphin trainer</li> <li>7) Animal health specialist</li> <li>8) Pet groomer</li> </ol>	37	92.5

Occupational Group	Top Ten Occupations Advertised	Number of Vacancies	Percentage (%)
	9) Nutrition expert 10) Shark trainer		
<b>Craft and Related Trade Workers</b>	1) Technician 2) Mechanic 3) Dressmaker 4) Tailor 5) Plumber 6) Apprentice (Furniture maker/Machinist/Mechanic) 7) Baker 8) Electrician 9) Painter 10) Cabinet Maker/Carpenter	169	69.0
<b>Pant and Machine Operators and Assemblers</b>	1) Driver 2) Machine operator 3) Bearer with bike 4) Factory worker 5) Delivery contractor 6) Pump attendant 7) Backhoe operator 8) Stitch machine operator 9) Plant room operator 10) Surge operator	210	93.8
<b>Elementary Occupations</b>	1) Domestic helper 2) Packer/labeller 3) Promoter 4) Handyman 5) Bearer 6) Kitchen assistant 7) Janitor 8) Chambermaid 9) Deliveryman 10) Days worker	361	72.6

Source: Gleaner and Observer newspapers January 1 to March 31, 2015

The job titles of the Top 10 Occupations in the Professional, Senior Officials and Technicians were further disaggregated. These sub-groups comprised between 1.0 and 14.3 per cent of the “Professionals, Senior Officials and Technicians” group (See Table 4).

**Table 4: Top Ten Occupational Sub-Groups and Respective Job Titles**

Professional, Senior Officials and Technicians		Percentage Composition (%)
Top Ten Occupational Sub-Groups	Leading Job Titles	
<b>Managers (284)</b>	Administrative, Branch, Food and Beverage, Human Resource/Human Resource and Administration, Marketing, Operations, Programme, Project, Quality	14.4

Professional, Senior Officials and Technicians		Percentage Composition (%)
Top Ten Occupational Sub-Groups	Leading Job Titles	
	Assurance, Regional, Restaurant, Sales Managers. Assistant and Trainee Managers.	
<b>Teachers (207)</b>	Chemistry, Early Childhood, English Language, English Language/English Literature, Information Technology, Integrated Science, Mathematics, Music, Primary, Spanish Teachers.	10.5
<b>Officers(166)</b>	Assistant (Information/Returning), Business Development, Collections, Credit, Data Management/Data Processing, Delinquency, Field, Human Resources, Institutional/ Contracts Monitoring or Monitoring and Regulation, Liaison, Loan, Marketing, Procurement, Programme, Public Relations, Quality Assurance or Control Officers. Chief Executive or Chief Financial Officer.	8.4
<b>Supervisors (128)</b>	Accounting/Financial Accounts, Food and Beverage, Housekeeping, Kitchen, Maintenance, Production, Public Area, Restaurant, Security, Stewarding, Warehouse Supervisor.	6.5
<b>Directors (47)</b>	Administration and Facilities/ Accommodation, Corporate and Legal Services, Finance, Human Resource Directors. Deputy Director and Managing Director.	2.4
<b>Coordinators (40)</b>	Entertainment, Human Resources, Marketing, Project, Training, Sales Coordinator.	2.0
<b>Tutors (37)</b>	GSAT, Law (Advocacy Civil Procedure and Practice, Civil Law Practice and Procedure, Family Practice, Landlord Probate Matters, Landlord and Tennant, Legal Drafting and Interpretation, Law Office Management, Accounting and Technology, Probate Practice and Procedure), Spanish or French Tutors.	1.9
<b>Engineers (34)</b>	Civil, Electrical, Electrical and Mechanical, Maintenance, Mechanical, Office Equipment and Automation, Sales, Senior Engineers.	1.7
<b>Technicians (32)</b>	Computer, Information Technology/IT Support, Laboratory, Landscape, IT and	1.6

Professional, Senior Officials and Technicians		Percentage Composition (%)
Top Ten Occupational Sub-Groups	Leading Job Titles	
	Telecoms Network, Electro-Mechanical, Mechanical Technicians.	
<b>Lecturers (21)</b>	Accounting, Actuarial Science, Banking and Finance, Human Resource Management, Information Systems, Information Technology, International Human Rights, Litigation and Poverty Law, International Relations/International Political Economy, Public Health and Health Technology Lecturers.	1.1
<b>Total Top Ten Occupational Sub-Groups</b>		50.3

Source: Gleaner and Observer newspapers January 1 to March 31, 2015

### Advertisements by Industry

During the period under review, the number of jobs advertised from the “Wholesale and Retail, Repair of Consumer Goods and Household Appliances” industry was 803, which was the largest group (**See Table 5**). The other four leading industries were:

- “Hotels and Restaurant” (694);
- “Other Community, Social and Personal Services” (686);
- “Manufacture” (458); and
- “Education” (398)

The overall distribution by industry of jobs advertised are presented in Table 5.

**Table 5: Total Jobs Advertised by Industry- January 1 to March 31, 2015**

Industry Group	Number of Jobs Advertised
Agriculture, Forestry and Fishing	33
Mining and Quarrying	16
Manufacture	458
Electricity, Gas and Water	26
Construction and Installation	60
Wholesale and Retail, Repair of Household/Consumer Goods	803
Hotels and Restaurants	694
Transport, Storage and Communication	176
Financial Intermediation	216
Real Estate, Renting and Business Services	284
Public Administration	134
Education	398
Health	165
Other Community, Social and Personal Services	686
Private Household	169

Industry Group	Number of Jobs Advertised
No Industry Stated	591
Total	4,909

Source: Gleaner and Observer newspapers

Below is a summary of the Top Five Industries which include the Top Ten occupational sub-groups and occupations for each. The percentage composition of these occupations was shown for each industry. The Top 10 Occupations in the Education sector was the highest, accounting for 87.4 per cent within the sector (**See Table 6**).

**Table 6: Top Ten Jobs Advertised in the Top Five Industries- January to March 2015**

Industry	Top Ten Jobs Advertised			
	Occupational Sub-Groups	Occupations	Total	Percentage of Industry (%)
<b>Wholesale and Repair, Repair of Consumer and Household Goods (803)</b>	<ol style="list-style-type: none"> <li>Sales and Marketing Professionals;</li> <li>Managers;</li> <li>Supervisors;</li> <li>Technicians;</li> <li>Automobile Repairers;</li> <li>Accounting Personnel;</li> <li>Packers/Labelers/ Wrappers;</li> <li>Officers;</li> <li>Administrative staff; and</li> <li>Front Desk Clerks.</li> </ol>	<ol style="list-style-type: none"> <li>Sales Representatives;</li> <li>Store Clerks;</li> <li>Cashiers;</li> <li>Promoters;</li> <li>Sales Agents;</li> <li>Drivers;</li> <li>Entrepreneurs;</li> <li>Garbage Contractors;</li> <li>Customer Service Representatives;</li> <li>Counter Clerks</li> </ol>	595	74.1
<b>Hotels and Restaurant (694)</b>	<ol style="list-style-type: none"> <li>Food Service Workers;</li> <li>Chefs/Cooks/ Bakers;</li> <li>Managers;</li> <li>Supervisors;</li> <li>Front Desk Clerks;</li> <li>Coordinators;</li> <li>Accounting Personnel;</li> <li>Directors;</li> <li>Technicians; and</li> <li>Sales and Marketing Professionals</li> </ol>	<ol style="list-style-type: none"> <li>Housekeepers;</li> <li>Chambermaids;</li> <li>Kitchen assistants/ Scullion;</li> <li>Cashiers;</li> <li>Lifeguards;</li> <li>Gatemen;</li> <li>Administrative assistants;</li> <li>Bellmen/Porters;</li> <li>Bearers (and with bike); and</li> <li>Janitors</li> </ol>	606	87.3
<b>Other Community, Social and Personal</b>	<ol style="list-style-type: none"> <li>Personal Care Workers;</li> <li>Managers;</li> <li>Supervisors;</li> </ol>	<ol style="list-style-type: none"> <li>Models;</li> <li>Security Guards;</li> <li>Dancers;</li> </ol>	566	82.5

Industry	Top Ten Jobs Advertised			
	Occupational Sub-Groups	Occupations	Total	Percentage of Industry (%)
<b>Services (686)</b>	4. Food Service Workers; 5. Accounting Personnel; 6. Officers; 7. Teachers; 8. Coordinators; 9. Sales and Marketing Professionals; and 10. Instructors	4. Car wash attendants; 5. Nurses; 6. Divers; 7. Day care attendants; 8. Barbers; 9. Drivers; and 10. Administrative assistant/ Janitor/ Laundry attendant		
<b>Manufacture (458)</b>	1. Packers/Labellers/ Wrappers; 2. Managers; 3. Accounting Personnel; 4. Supervisors; 5. Sales/Marketing Professionals; 6. Technicians; 7. Chefs/Cooks/ Bakers; 8. Officers; 9. Analysts/ Consultants; and 10. Engineers	1. Sales Representatives; 2. Machine Operators; 3. Contractors; 4. Dressmakers; 5. Factory workers; 6. Restaurant/ Bakery Team Leaders; 7. Cabinet makers/Furniture makers; 8. Drivers; 9. Tailors and 10. Cashiers	330	72.1
<b>Education (398)</b>	1. Teachers; 2. Tutors; 3. Lecturers; 4. Chefs/Cooks; 5. Officers; 6. Technicians; 7. Instructors; 8. Managers; 9. President/Directors; and 10. Supervisors	1. Principals; 2. Bursars; 3. Guidance Counsellors; 4. Food servers; 5. Secretaries; 6. Teacher's assistants; 7. Deans of discipline; 8. Registrars; 9. Registered nurses; and 10. Security officers/ Watchmen	348	87.4

Source: Gleaner and Observer newspapers



## Required Certification and Qualification for Job Advertisements

Accounting/Chartered Accountant figured prominently among those jobs for which certifications were requested, with 17.4 per cent of advertisements within this groups. The percentage distribution are shown below:

- Accounting/Chartered Accountant (17.4 per cent);
- Business: Business Administration/Business Management (15.0 per cent);
- Hospitality/Hospitality and Tourism Management/Food and Beverage Services (11.8 per cent);
- Five CXC/GCE O Level subjects including Mathematics and English Language (11.2 per cent);
- Sales and/or Marketing (10.8 per cent);
- Teaching [Teaching Diploma/Trained Graduate Teacher] (10.2 per cent);
- Driving (8.1 per cent);
- Computer Science/Management Information System//Information Systems/Information Technology (5.6 per cent);
- Management/Management Studies/Business Administration (4.9 per cent).

The Top 10 Occupations for which qualifications were highlighted are specified in Table 7.

**Table 7: Top Ten Occupations by Requested Qualification**

Top Ten Occupations	Type of Qualification Requested	Percentage of Jobs Advertised (%)
Sales Representative(231)	Diploma/Certificate or at least three CXC/GCE O Level subjects	35.9
Bartender(134)	Valid Food Handler's Permit/Certificate or at least CXC Mathematics	5.2
Driver(126)	Open/General Driver's License including PPV License or at least 1-2 CXC subjects.	48.4
Chef(119)	Diploma/Associate Degree	33.6
Model(104)	Literate	1.0
Domestic helper(96)	Certificate/Three to five CXC/ GCE O Level subjects or at least literate.	6.25
Security guard(96)	License or at least military, police or security training.	10.4
Cashier(92)	Three CXC/GCE O Level subjects Mathematics, Accounts	18.5

Top Ten Occupations	Type of Qualification Requested	Percentage of Jobs Advertised (%)
Masseuse(82) Store Clerk (79)	and English language and can have up to six subjects.	
	Certified	0.3
	Three CXC subjects or at least High School Education	3.8

Source: Gleaner and Observer newspapers January 1 to March 31, 2015

### JOB ADVERTISEMENTS BY PARISH AND COUNTRIES- JANUARY – MARCH 2015

A total of 68 jobs were advertised in the local media for the United States of America (USA). There were four leading Caribbean countries: Bahamas (12), Barbados (17), Cayman Islands (16) and Trinidad and Tobago (22).

Kingston and St. Andrew recorded the highest number of job vacancies in the Gleaner and Observer for which the parishes were identified, with 53.3 per cent or 1,612. St. Ann was next with 323, followed by St. James (273), St. Catherine and Portmore with 163 and 126 respectively (**See Table 8**).

**Table 8 Total Job Advertisements by Parish**

Parish/Locality	Total Jobs Advertised
Kingston and St. Andrew	1,612
St. Thomas	25
Portland	32
St. Mary	50
St. Ann	323
Trelawny	27
St. James	273
Hanover	47
Westmoreland	88
St. Elizabeth	69
Manchester	110
Clarendon	77
St. Catherine	163
Portmore	126
<b>Total Parish Stated</b>	<b>3,022</b>
Parish Not Stated	1,687
Regional Organizations/Employment	105
Overseas Employment	95
<b>Total Jobs Advertised</b>	<b>4,909</b>

Source: Gleaner and Observer newspapers January 1 to March 31, 2015

## Kingston and St. Andrew

An analysis of the Top Ten occupations in KSA revealed that Store Clerks were highest, with 60 vacancies. The list of Top Ten Occupations in KSA was:

- Store clerks (60);
- Drivers (49);
- Sales representatives (40);
- Promoters (32);
- Cashiers (31);
- Secretaries (24);
- Counter Clerks (23);
- Security guards/officers (22);
- Nurse (21); and
- Contractors (18).

The Top Ten Occupations, in KSA was led by Managers, Officers and Teachers (**See Table 9**). Below are the leading occupations, along with the job titles.

**Table 9: Jobs Advertised in the Top Ten Occupational sub-groups in Kingston and St. Andrew: January – March 2015**

Occupational sub group	Job Titles Advertised
<b>Managers (87)</b>	Assistant Managers, Branch, Brand, Business, Centre, Child Care Facility, Corporate Communications, Credit Solutions, Employee and Industrial Relations, Estate, Factory, Food Service, General, Human Resource/Human Resource and Administration, Industrial Relations, Information Technology, Inventory, Key Account, Legal Services, Management Information/Geographic Information Systems, Marketing, Occupational Health and Safety Administration, Office, Operations, Procurement, Product, Production, Programme, Project, Purchasing, Quality Assurance, Regional, Restaurant, Risk Governance, Sales, Shift, Store, Stores/Stock Controller, Strata Complex, Strategic Planning and Business Development, Supply Chain, Technical Services, Trainee, Treasury Accounting, Warehouse, Zone Managers.

Occupational sub group	Job Titles Advertised
<b>Officers (76)</b>	Administrative, Asset Management, Assistant Information, Billing, Business Development, Case, Central Station, Communication, Compliance, Consulting, Contracts/Institutional Monitoring, Corporate Finance, Credit, Data Processing Records, Delinquency, Development, Digital Marketing, Field, Finance, Human Resource, Information, Learning and Development, Liaison, Loan, Marketing, Micro Credit & Field, Monitoring and Regulation, Procurement, Programme, Project, Property Maintenance, Public Relations, Records, Research and Monitoring, Returning, Scientific, Surveillance, Technical, Warranty Officers, Chief Financial Officer.
<b>Teachers (53)</b>	Teacher's Assistant, Early Childhood, Electronic Document Preparation Management, Electrical Technology, English Language and/or English Literature, Food and Beverage/Food and Nutrition, History, Housekeeping, Information Technology, Mathematics, Mechanical Engineering Technology, Music, Physics, Practical Nursing, Primary, Principles of Business, Principles of Accounts, Science, Social Studies, Spanish, Special Education Teachers.
<b>Supervisors (45)</b>	Assistant Nursery or Factory Supervisor, Automobile Assessor, Banqueting, Bar, Canteen, Cashier, Collections, Cosmetics, Customer, Dining Room, Financial Accounts, Fleet, Floor, Food and Beverage, Housekeeping, Kitchen, Maintenance, Marketing, Medical Records, Nursing/Registered Nurse, Operational, Production, Restaurant, Sales, Security, Site, Spa, Transport and Maintenance, Warehouse, Wholesale Supervisor.
<b>Directors (31)</b>	Administration and Facilities, Administrative Statistics, Business Development, Corporate and/ or Legal Services, Craft Development, Deputy Library Technology, Disease Prevention and Control, Education and Training, Executive, Field Operations, Finance, Funds Management, Health System Support and Monitoring, Human Resources/Human Resource Management and Development, Information Technology, Infrastructure and Construction, Investigation and Enforcement, Performance Management and Organizational Development, Principal,

Occupational sub group	Job Titles Advertised
	Procurement and Office Services, Public Relations, Research, Technical Services Director. Deputy Director General.
<b>Administrative staff (24)</b>	Administrative Assistant, Administrator, Assistant Administrator, Administrative Operations Assistant, Administrative Support Assistant, Technical Support Administrator.
<b>Technicians (18)</b>	Air Conditioning, Computer, Electrical/Electrical Maintenance, Electro-Mechanical, HVAC (Heating, Ventilation and Air Conditioning), Information Technology, Laboratory (Chemistry/Science), Land Surveying, Phone, Quality/Quality Assurance, Refrigeration, Solar Hot Water Installation Technicians.
<b>Analysts (17)</b>	Business/Business Process, Forensic Financial, Insurance, Information Technology Business, Management, Market Risk, Programmer, Quality Assurance, Regional Financial/Financial Controller, Reporting, Risk, Senior Insurance, Senior Compliance and Internal Control Analysts.
<b>Coordinators (9)</b>	Banqueting and Sales, Component, Floor, Management Information Systems, Marketing, Project and Planning, Surveillance Study, Technical, Web Sales/Information Technology Coordinators.
<b>Lecturers (8)</b>	Actuarial Science, Advanced Statistical Methods and Research, International Relations/International Political Economy, Library and Information Studies, Mathematics Education, Public Health and Health Technology Lecturer
<b>Engineers (8)</b>	Civil/Structural, Design, Distribution, Electrical and Maintenance, Mechanical, Office Equipment and Automation, Site Support Computer Engineers.

Source: Gleaner and Observer newspapers

Other most popular sub-groups included Food Service Workers (90, Accounting Personnel) and household helpers.

- Food Service Workers (90);
- Accounting Personnel (71);
- Household Workers (63);
- Chefs/Cooks/Bakers (58);
- Personal Care Specialists (55);

- Front Office Clerks (43)
- Packers/Labellers/Wrappers (33);
- Sales/Marketing Professionals (27); and
- Legal Professionals (24).

Data collated for KSA in broad occupational groups showed “Professionals, Senior Officials and Technicians” as the highest, with 666, followed by “Service Workers, Shop and Market Sales Workers” with 342 (**See Table 10**)

**Table 10: Jobs Advertised by Occupational Groups in Kingston and St. Andrew**

Occupational Groups	Total Jobs Advertised
Professionals, Senior Officials and Technicians	666
Clerks	233
Service Workers, Shop and Market Sales Workers	342
Skilled Agricultural and Fishery Workers	12
Craft and Related Trade Workers	68
Plant and Machine Operators and Assemblers	80
Elementary Occupations	211
<b>Total Jobs Advertised</b>	<b>1,612</b>

Source: Gleaner and Observer newspapers January 1 to March 31, 2015

- **St. Catherine and Portmore**

The total jobs advertised in St. Catherine and Portmore was 289 or approximately 6 per cent of the vacancies. Both locations included Bartenders, Chefs/Cooks, Customer service representatives, Sales representatives, Supervisors and Teachers among the Top 10 (**See Table 11**).

**Table 11: Top Ten Jobs Advertised in St. Catherine and Portmore  
January – March 2015**

Parish	Top Ten Jobs Advertised	Parish	Top Ten Jobs Advertised
<b>St. Catherine</b>	<ol style="list-style-type: none"> <li>1. Teacher [English language, Mathematics, Food and Beverage and Housekeeping];</li> <li>2. Bartender;</li> <li>3. Sales Representative;</li> <li>4. Manager [Branch, Human Resource, Operations]</li> <li>5. Officer [Business Development, Credit/Loan]</li> <li>6. Cashier;</li> </ol>	<b>Portmore</b>	<ol style="list-style-type: none"> <li>1. Bartender;</li> <li>2. Cashier;</li> <li>3. Delivery Contractor;</li> <li>4. Chef/Cook;</li> <li>5. Sales Representative/ Sales Agent</li> <li>6. Hairstylist/Hairdresser;</li> <li>7. Driver;</li> <li>8. Supervisor [Food and Beverage, Restaurant];</li> </ol>

Parish	Top Ten Jobs Advertised	Parish	Top Ten Jobs Advertised
	7. Customer Service Representative; 8. Security Guard; 9. Supervisor [Kitchen, Restaurant]; 10. Chef/Cook Total Top Ten Vacancies – 98		9. Teacher [Physical Education, Soca and Zumba]; 10. Food Server/ Bakery or Restaurant Team Leader. Total Top Ten Vacancies - 71

Source: Gleaner and Observer newspapers

Other jobs outside the Top 10 which were requested for St. Catherine included Personal Care Specialists, Bailiff/Collectors and Guidance Counsellors.

1. Personal Care Specialists;
2. Bailiff/Collector;
3. Driver;
4. Nurse;
5. Principal;
6. Technician;
7. Guidance Counsellor;
8. Labourer;
9. Meat Cutter; and
10. Sales Agent.

### St. James and St. Ann

The total number of jobs advertised in St. James and St. Ann was 596, representing 12 per cent of the vacancies. Managers and Sales Representative topped both parishes (**See Table 12**).

**Table 12: Top Ten Jobs Advertised in St. James and St. Ann  
January – March 2015**

Parish	Top Ten Jobs Advertised	Parish	Top Ten Jobs Advertised
St. James	1. Manager; 2. Sales Representative/ Sales Agent; 3. Supervisor; 4. Officer; 5. Chef/Cook; 6. Coordinator; 7. Accounting Professionals; 8. Teacher/Lecturer; 9. Bartender; and	St. Ann	1. Manager; 2. Sales Representative; 3. Officer; 4. Technician; 5. Bartender; 6. Chef/Cook; 7. Supervisor; 8. Security guard/ officer; 9. Teacher; and 10. Masseuse.

Parish	Top Ten Jobs Advertised	Parish	Top Ten Jobs Advertised
	10. Driver. Top Ten - 144		Total Top Ten - 124

Source: Gleaner and Observer newspapers

### St. Elizabeth, Manchester and Clarendon

Jobs advertisements totalled 256 or 5 per cent for these three parishes. Six occupations were common to all the Top Ten Hot Occupations in the three parishes. These included Manager, Officer, Sales Agent, Sales Representative, Security Guard/Officer and Teacher (**See Table 13**). The Top Occupation desired in all three parishes were Teachers.

**Table 13: Top Ten Jobs Advertised in St. Elizabeth, Manchester and Clarendon for January– March 2015**

Parish	Top Ten Occupations/Vacancies
<b>St. Elizabeth</b>	<ol style="list-style-type: none"> <li>1. Teacher;</li> <li>2. Sales Representative;</li> <li>3. Officer;</li> <li>4. Security Guard/Officer;</li> <li>5. Manager;</li> <li>6. Customer Service Representative;</li> <li>7. Food and Beverage Workers;</li> <li>8. Medical Doctor;</li> <li>9. Sales Agent; and</li> <li>10. Supervisor. Total Top Ten – 54</li> </ol>
<b>Manchester</b>	<ol style="list-style-type: none"> <li>1. Teacher;</li> <li>2. Sales Representative;</li> <li>3. Officer;</li> <li>4. Sales Agent;</li> <li>5. Bartender;</li> <li>6. Driver;</li> <li>7. Manager;</li> <li>8. Security Guard/Officer;</li> <li>9. Accountant/Auditor; and</li> <li>10. Marketing and Sales Representative/Sales Executive.</li> </ol>
<b>Clarendon</b>	<p>Total Top Ten – 68</p> <ol style="list-style-type: none"> <li>1. Teacher;</li> <li>2. Officer;</li> <li>3. Sales Representative/Sales Agent;</li> <li>4. Security Guard/Officer;</li> <li>5. Customer Service Representative;</li> <li>6. Guidance Counsellor;</li> <li>7. Chef/Baker;</li> <li>8. Driver;</li> <li>9. Coordinator; and</li> </ol>



Parish	Top Ten Occupations/Vacancies
	10. Manager. Total Top Ten – 43

Source: Gleaner and Observer newspapers

**St. Thomas, Portland, St. Mary, Trelawny, Hanover and Westmoreland**

Jobs advertised in these parishes amounted to 269, comprising 5.5 per cent of the total. Sales Representatives was the Top Occupation advertised in St. Thomas, Portland, St. Mary, Trelawny and Westmoreland, while Chef/cook was the most popular in Hanover (**See Table 14**).

**Table 14: Top Ten Hot Occupations in St. Thomas, Portland, St. Mary and Trelawny January – March 2015**

Parish	Top Ten Occupations	Parish	Top Ten Occupations
St. Thomas	1. Sales Representative; 2. Driver; 3. Sales Agent; 4. Accounts Officer 5. Customer Service Representative; 6. Data Management Officer; 7. Restaurant/Bakery Team Leader; 8. Sales Executive; 9. Information Technology Teacher; and 10. French/Spanish Tutor Total Top Ten – 16	Portland	1. Sales Representative; 2. Medical Doctor; 3. Security Guard/Officer; 4. Client System Support Officer; 5. Pharmacist; 6. Sales Agent; 7. Teacher/Tutor; 8. Vice President; 9. Customer Service Representative; and 10. Restaurant/Bakery Team Leader. Total Top Ten - 24

Parish	Top Ten Occupations	Parish	Top Ten Occupations
St. Mary	1. Sales Representative; 2. Medical Officer; 3. Security Guard; 4. Bartender; 5. Chef; 6. Farm/Project Manager; 7. Restaurant/Bakery Team Leader; 8. Pharmacist; 9. Sales Agent; and 10. Mathematics Teacher  Total Top Ten – 30	Trelawny	1. Sales Representative; 2. Computer Laboratory Technician; 3. Mathematics Specialist; 4. Sales Agent; 5. Customer Service Representative; 6. Director of Sales; 7. Restaurant/Bakery Team Leader; 8. Tourguide; and 9. Tutor; 10. Farm Manager and Florist.  Total Top Eleven - 22
Hanover	1. Chef/Cook; 2. Sales Representative; 3. Supervisor; 4. Director; 5. Housekeeper/Houseman; 6. Sales Agent; 7. Sales Executive/Distributor; 8. Teacher/Trainer/Tutor; 9. Security Guard; and 10. Waitress  Total Top Ten – 37	Westmoreland	1. Sales Representative; 2. Manager; 3. Instructor/Teacher/Tutor; 4. Medical Professional; 5. Supervisor; 6. Diver; 7. Officer; 8. Engineer; 9. Technician; and 10. Sales Agent  Total Top Ten - 58

Source: Gleaner and Observer newspapers

### JOBS ADVERTISED VIA THE INTERNET

Three electronic job-matching websites were reviewed during the period, January – March 2015, which were Splash Jamaica.com, Electronic Labour Exchange and Caribbean Jobs.com. The total number of positions advertised via the internet was 575. The Top Ten Occupations were:

1. Sales Agent (including Life Insurance) (62);
2. Accountant (17)
3. Sales Representative (15);
4. Financial Advisor (13);
5. Sales Executive (9);
6. Architect (7);

7. Customer Service Agent (7);
8. Chef (6);
9. Customer Service Representative (6); and
10. Call Center Agent/Representative and Customer Service Assistant (5 each).

“Professionals, Senior Officials and Technicians” comprised the leading jobs in the Top Ten occupations. The data was analysed based on Top Ten Occupations. The qualification, experience and skills specified were mostly for tertiary level training as well as, previous experience (See Table 15).

**Table 15: Top Ten Occupations Advertised via the Internet and the Required Qualification, Experience and Skills January to March 2015**

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
<b>Sales Agent</b>	Five CXC/GCE O Level subjects including Mathematics and English Language.	Experience in call centre, customer service or sales, with demonstrated success in sales.	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills;</li> <li>• Excellent time management and ability to multi-task;</li> <li>• Excellent verbal or written communication skills;</li> <li>• Must be customer oriented, very friendly and able to build rapport;</li> <li>• Strong listening skills and problem solving skills;</li> <li>• Basic knowledge of computer and the Internet</li> </ul>
<b>Accountant</b>	Chartered Accountant/ BSc Degree in Accounting	Have a minimum three to five years experience in an Accounting capacity	<ul style="list-style-type: none"> <li>• Computer literate, proficient in Microsoft Office Excel and Word and using accounting software;</li> <li>• Strong communication</li> </ul>

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
			<p>skills both orally and written;</p> <ul style="list-style-type: none"> <li>• High level of motivation with excellent organizational skills;</li> <li>• Flexibility and ability to coordinate and prioritize;</li> <li>• Strong analytical, research and problem solving skills.</li> </ul>
<b>Sales Representatives</b>	First Degree in Marketing, Sales, Business Administration or in a related field.	Have a minimum of three years experience in sales.	<ul style="list-style-type: none"> <li>• Computer literate, working knowledge of Microsoft Office applications and the Internet;</li> <li>• Good communication skills both orally, written and other medium;</li> <li>• Valid Driver's License;</li> <li>• Excellent interpersonal skills, integrity and organizational skills.</li> </ul>
<b>Financial Advisor</b>	First Degree in Finance, Marketing or Management, or have a minimum six GCE/CXC O Level subjects.	At least three work experience in customer service or sales in a financial institution.	<ul style="list-style-type: none"> <li>• Computer literate with knowledge of spreadsheets and word processing applications;</li> <li>• Excellent customer service and teamwork skills;</li> <li>• Ability to communicate effectively, both orally and in writing;</li> </ul>

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
			<ul style="list-style-type: none"> <li>• Ability to multitask;</li> <li>• Good interpersonal and negotiation skills;</li> <li>• Valid Driver's License and own a reliable motor vehicle.</li> </ul>
<b>Sales Executive</b>	First Degree in Business, Marketing or a Science area.	One to two years customer service or call centre sales experience.	<ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills;</li> <li>• Customer focused with high ambition to succeed and results driven;</li> <li>• Highly organized with strong attention to detail.</li> </ul>
<b>Solution Architect</b>	Bachelor's Degree in Computer Science or Information Technology. Certification in Computer programming for example CISCO CCNP.	Have a minimum five years experience in an Information Technology environment.	<ul style="list-style-type: none"> <li>• Well developed communication skills;</li> <li>• Ability to coach, mentor and develop other team members;</li> <li>• Technical leadership skills.</li> </ul>
<b>Customer Service Agent/Customer Service Representative/Customer Care Assistant</b>	At least three to five CXC subjects including English Language and Mathematics.	At least six months experience in a customer service environment.	<ul style="list-style-type: none"> <li>• Computer literate and proficient in Microsoft Word and Excel;</li> <li>• Excellent written and verbal communication skills;</li> <li>• Team player; ability to multitask and results driven;</li> <li>• Strong attention to detail and problem solving skills; strong decision making skills;</li> </ul>

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
			<ul style="list-style-type: none"> <li>• Excellent time management skills and be flexible with schedule.</li> </ul>
<b>Chef</b>	Tertiary Level Education in Food Services and Institutional Management	A minimum of three years experience in a Hotel or Resort.	<ul style="list-style-type: none"> <li>• Meticulous; ability to focus on detail and quality;</li> <li>• Must be able to manage time; great attention to detail;</li> <li>• Team player; excellent rapport with guests and effective interaction with staff.</li> </ul>
<b>Call Center Agent/Representative</b>	Five CXC/GCE O Level passes/CAPE including Mathematics and English Language.	Two to five years telesales experience in an outbound business environment.	<ul style="list-style-type: none"> <li>• Computer literate; proficient in Microsoft Office applications;</li> <li>• Excellent verbal and written communication skills; excellent interpersonal skills;</li> <li>• Excellent telephone techniques;</li> <li>• Excellent time management skills with the ability to work under pressure.</li> </ul>

Source: [www.splashjamaica.com](http://www.splashjamaica.com), [www.caribbeanjobs.com](http://www.caribbeanjobs.com) and [www.lmis.gov.jm](http://www.lmis.gov.jm)

The job titles for positions advertised via the internet are specified in Table 16. The Top Ten occupational sub-groups were primarily in the “Professionals, Senior Officials and Technicians” category. IT/Computer Specialists included IT Personnel, Systems Administrator, Software Developer or Engineer, Database Administrator and Systems Technician (**See Table 16**).

**Table 16: Top Ten Occupational sub-groups and Related Job Titles Advertised via the Internet- January to March 2015**

Occupational Sub-Group	Job Titles Advertised	Percentage of Total (%)
<b>Managers</b>	Business Account, Business Development, Branch, Brand, Category, Centre, Communications, Construction, Country, Customer Service, Debt Restructuring, E-Commerce, Entertainment, Facilities Maintenance, Finance/Financial, General, Housing, Human Resource, Information Technology (IT), IT Solution Sales, Key Account, Landscaping, Learning and Development, Management Information Systems, Marketing, Office, Operations, Packing House, Project, Quality Assurance, Restaurant, Retail, Risk, Sales, Sales and Marketing, Service Delivery, Software Product, Tax, Technical, Trade Financing, Training and Development, Trustee Services, Underwriting, Warehouse, Wedding Managers.	16.5
<b>IT/Computer Specialist</b>	Database Administrator, IT Administrator, IT Auditor, IT Help Desk Support Technician, IT Application Engineer, IT Programmer/Analyst, IT Solutions/ Sales Officer, Programmer/Systems Developer, Network Engineer, Network/Systems Administrator, Software Developer, Software Engineer, Systems Technician, Web Developer.	4.5
<b>Supervisor</b>	Bar & Lounge, Call Center, Dining Room, Front Office, Housekeeping, Kitchen, Maintenance, Merchandising, Operations, Payroll, Photoshop, Promotions, Sales, Sales and Service, Stewarding and Workforce Supervisor.	4.2
<b>Officer</b>	Brand, Business Development, Compliance, Credit, E-Business Support, Human Resource, Marketing, Payroll, Personal Banking, Purchasing, Regional Dean Officer, Chief Executive and Chief Operating Officers.	3.7
<b>Analyst</b>	Business/Business Engagement, Data, Payroll, Pricing, Quality Assurance/Quality, Schedule and Reporting, Software Quality Assurance, Software Systems Analysts, Trader/Analyst.	2.4
<b>Engineer</b>	Application, Avaya, Database Infrastructure, Electrical, ICT Implementation, Junior, Mobile Data Services, NOC/NMS, Systems Infrastructure Engineer.	2.3
<b>Technician</b>	Automobile Service, Cable, Computer, Electrical, Maintenance, Splicier and Testing, Support and Tractor Technicians.	1.9
<b>Coordinator</b>	Administrative, Collections, Export, Housing and Infrastructure, Export, Marketing, Quality Assurance, Resource Protection, Social Media and Marketing, Trade Marketing Coordinators.	1.7

Occupational Sub-Group	Job Titles Advertised	Percentage of Total (%)
<b>Advisor</b>	Investment, Real Estate Sales, Service, Technical Automotive and Transaction Advisory Services Advisor.	1.6
<b>Director</b>	Deputy Director General, Director of Housekeeping, Director of Operations Call Centre, Finance, Human Resource, Information Systems, Regional Enterprise Account and UCC Foundation Director.	1.4

Source: [www.splashjamaica.com](http://www.splashjamaica.com), [www.caribbeanjobs.com](http://www.caribbeanjobs.com) and [www.lmis.gov.jm](http://www.lmis.gov.jm)

In each occupational sub-group, qualification, years of experience and personal/soft skills were reviewed using the leading job title (**See Table 18**).

**Table 18: Leading Job Title in the Occupational Sub-groups Advertised via the Internet by Qualification, Experience and Soft Skills: January to March 2015**

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
<b>Operations Manager</b>	Bachelor's Degree in related field.	Have a minimum of two to five years experience in related area with two years supervisory experience.	<ul style="list-style-type: none"> <li>• Excellent oral and written communication skills;</li> <li>• Strong leadership and strategic thinking ability;</li> <li>• Highly developed problem solving and decision making skills.</li> </ul>
<b>IT Technical Support</b>	Four CXC subjects including Mathematics and English Language.	Have a minimum of one year experience in a similar capacity.	<ul style="list-style-type: none"> <li>• Computer literate, proficient in Microsoft Office applications;</li> <li>• Have initiative and ability to multitask;</li> <li>• Exceptional customer service skills;</li> <li>• Strong verbal and written communication skills;</li> <li>• Excellent listening skills.</li> </ul>
<b>Food and Beverage Supervisor</b>	University Degree in Hospitality Management or food service area.	Have a minimum of three years experience in a managerial position	<ul style="list-style-type: none"> <li>• Effective written and verbal communication skills;</li> </ul>



OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
		in a food and beverage position.	<ul style="list-style-type: none"> <li>• Strong report writing skills;</li> <li>• Proven analytical skills;</li> <li>• Ability to lead and motivate others;</li> <li>• Strong organizational and decision making skills.</li> </ul>
<b>9Marketing Officer</b>	Bachelor's Degree in Business Administration, Marketing or Public Relations.	Two to five years experience in the business field, at least three years supervising staff.	<ul style="list-style-type: none"> <li>• Proficiency with social media sites such as Twitter, LinkedIn, Instagram and Facebook;</li> <li>• Excellent written and verbal communication skills;</li> <li>• Flexibility.</li> </ul>
<b>Quality Assurance Analyst</b>	Bachelor's Degree in related field.	Three to five years experience in similar environment.	<ul style="list-style-type: none"> <li>• Advanced computer software skills or knowledge of relevant computer applications and spreadsheets.</li> <li>• Effective people management skills;</li> <li>• Effective organizational and planning and decision making skills;</li> <li>• Effective communication and presentation skills;</li> </ul>
<b>Telecommunications Engineer</b>	Bachelor's Degree in Electrical/ Electronic Engineering or Telecommunications Engineering	At least three years experience in managing a telecommunications plant or VOIP/IP Telephony systems software and hardware including CISCO certifications.	<ul style="list-style-type: none"> <li>• Strong interpersonal skills;</li> <li>• Strong oral communication skills;</li> <li>• Proven analytical and problem solving skills;</li> <li>• Flexible to work on shift when needed.</li> </ul>

<b>OCCUPATION</b>	<b>QUALIFICATION</b>	<b>EXPERIENCE</b>	<b>SKILLS SPECIFIED</b>
<b>Maintenance Technician</b>	NCTVET Certification in General Construction.	Two years experience in a similar capacity.	<ul style="list-style-type: none"> <li>• Ability to multitask;</li> <li>• Ability to communicate effectively both orally and written.</li> </ul>
<b>Marketing Coordinator</b>	BSc Degree in Business Administration, Marketing or related field.	Two to three years experience in a large marketing and merchandising environment.	<ul style="list-style-type: none"> <li>• Computer literate – proficient in PowerPoint presentations;</li> <li>• Outstanding written and verbal communication skills;</li> <li>• Proactive, creative, goal oriented and organized;</li> <li>• Strong negotiation skills.</li> </ul>
<b>Investment Advisor</b>	First Degree in Finance or Accounting.	At least three work experience in a financial institution.	<ul style="list-style-type: none"> <li>• Computer literate with knowledge of spreadsheets and word processing applications;</li> <li>• Excellent customer service and teamwork skills;</li> <li>• Ability to communicate effectively, both orally and in writing;</li> <li>• Ability to multitask</li> <li>• Good interpersonal and negotiation skills;</li> <li>• Valid Driver's License and own a reliable motor vehicle.</li> </ul>
<b>Director of Operations (Call Centre)</b>	First Degree in Business Management, Operations Management, Business Analytics.	Five years managing a call centre operation with two to three years in management with project management experience.	<ul style="list-style-type: none"> <li>• Strong oral and written communication skills;</li> <li>• Ability to multitask and pay attention to detail;</li> <li>• Demonstrate initiative and is proactive;</li> </ul>

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
			<ul style="list-style-type: none"> <li>• Strong organizational, problem solving and decision making skills;</li> <li>• Self motivated.</li> </ul>

Source: [www.splashjamaica.com](http://www.splashjamaica.com), [www.caribbeanjobs.com](http://www.caribbeanjobs.com) and [www.lmis.gov.jm](http://www.lmis.gov.jm)