

# HOT OCCUPATIONS

## July 1 to September 30, 2014

This document provides analysis of job advertisements obtained from two leading newspapers, namely the Jamaica *Gleaner* and Jamaica *Observer*, for the period July 1 and September 30, 2014. It reports the vacancies published via the Internet by the Electronic Labour Exchange ([www.lmis.gov.jm](http://www.lmis.gov.jm)) of the Ministry of Labour and Social Security (MLSS), Splash Jamaica.com and CaribbeanJobs.com. An analysis is also provided of work permits issued by the MLSS during the period.

As seen in Table 1, of the top ten occupations advertised by the newspapers, Sales Representatives (203) was the most popular, followed by Customer Care Associate (200).

**Table 1: Top Ten Occupations Advertised: July 1 to September 30, 2014 and April 1 to June 30, 2014**

April 1 to June 30, 2014		July 1 to September 30, 2014	
Occupations	Vacancies	Occupations	Vacancies
Sales Representatives	304	Sales Representatives	203
Customer Care Associates	200	Chefs/Cooks	154
Security Officers	131	Customer Service Representatives	119
Chefs/Cooks	119	Cashiers	110
Drivers	115	Bartenders	96
Bartenders	107	Drivers	91
Domestic Helpers	85	Packers/Labellers/Wrappers	88
Cashiers	79	Security Officers	87
Packers/Labellers/Wrappers	74	Customer Care Agents	84
Receptionists	70	Lifeguards	79

Source: *Gleaner* and *Observer* Newspapers, April 1 to June 30, and July 1 to September 30, 2014

### Advertised Vacancies by Occupational Group

Since January 1, 2014, a total of 14,736 positions were advertised. The number of jobs advertised for the quarter July to September 2014 was 5,582, which was 25.9 per cent higher than the previous quarter. Consistently, “Professionals, Senior Official and Technicians” tallied the most vacancies and accounted for 42.9 percent of the total up to the end of September (See Table 2). The top three (3) occupational groups during the quarter under review were:

- Professionals, Senior Officials and Technicians (2,646);
- Service Workers, Shop and Market Sales Workers (1,339); and
- Clerks (597).

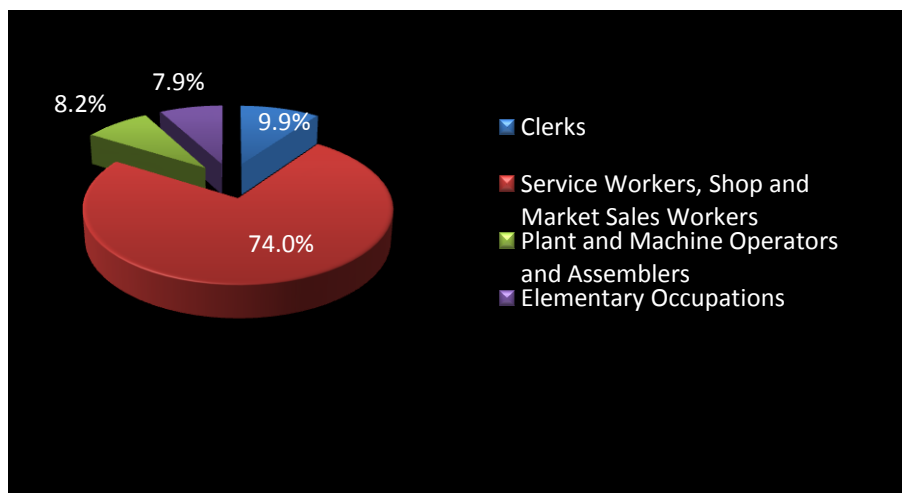
**Table 2: Vacancies Advertised By Occupational Group**

Occupation Group	January to March 2014	April to June 2014	July to September 2014	Total
<b>Professionals, Senior Officials and Technicians</b>	1,765	1,912	2,646	6,323
<b>Clerks</b>	545	411	597	1,553
<b>Service Workers, Shop and Market Sales Workers</b>	1,397	1,234	1,339	3,970
<b>Skilled Agricultural and Fishery Workers</b>	43	38	37	118
<b>Craft and Related Trade Workers</b>	205	192	288	685
<b>Plant and Machine Operators and Assemblers</b>	241	212	192	645
<b>Elementary Occupations</b>	523	436	483	1,442
<b>Total</b>	<b>4,719</b>	<b>4,435</b>	<b>5,582</b>	<b>14,736</b>

Source: Gleaner and Observer Newspapers January 1 to September 30, 2014

The top ten most frequently advertised occupations were broken down into four main occupational groups. As shown in Figure 1, the most dominant group was “Service Workers, Shop and Market Sales Workers” with 74 per cent. These workers included Sales Representatives, Chefs/Cooks, Customer Service Representatives, Bartenders, Security Officers, Customer Care Agents and Lifeguards.

**Figure 1: Top Ten Occupations Advertised By Broad Occupational Group**



Source: Gleaner and Observer Newspapers July 1 to September 30, 2014

The broad occupational groups were further sub-divided to show the top ten groups and job titles. The total jobs advertised in the Top Ten Occupational sub-groups were 2,817. Teaching was the most outstanding profession, followed by Sales and Marketing Personnel, Managers, Customer Service Workers, Accounting Personnel, Food Service & Household Workers, Officers, Personal Care Specialists and Supervisors (See Table 3).

**Table 3: Top Ten Occupational Sub-Groups Advertised- July 1 to September 30, 2014**

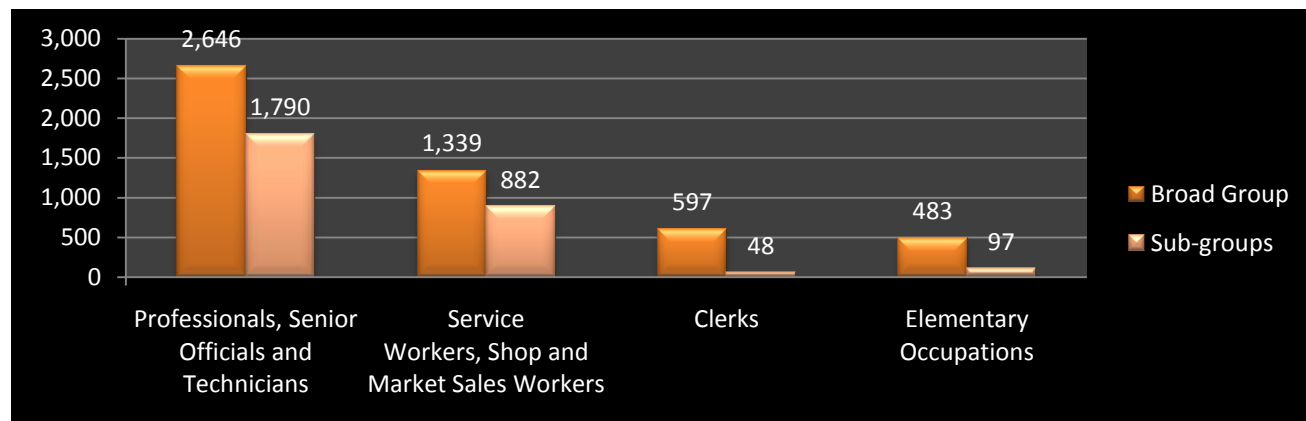
<b>Occupational Sub-groups</b>	<b>Vacant Positions Advertised</b>
Teaching Professionals (895)	CSEC subject teachers: Mathematics, English Language, Spanish, Information Technology, Physics; CAPE subject teachers: Mathematics, Biology, Chemistry, Physics and Accounts. Lecturers in the subject areas: General Nursing, Electrical Engineering, English Language and Literature/Literature and Academic Writing, Information and Communication Technology, Marketing, Social Work. Instructors in the subject areas: Cosmetology/Barbering, Mathematics and English Language, Electrical Installation/Plumbing/Welding, Dive Masters/Gym.
Sales and Marketing Personnel (367)	Sales Representatives, Marketing Representatives, Merchandisers, Promoters, Salespersons, Sales Executives.
Managers (287)	Marketing, General, Human Resources, Project, Sales, Restaurant, Food and Beverage Managers.
Customer Service Workers (207)	Customer Service Representatives, Customer Care Agents
Accounting Personnel (204)	Accountants, Accounting Clerks, Auditors, Accounting Officers, Accounts Executive, Bursars.
Food Service Workers (197)	Bartenders, Waiters, Servers, Mixologists, Stewards
Household Workers (176)	Housekeepers, Domestic Helpers, Caregivers, Housemen, Nannies.
Officers (170)	Credit, Field, Loans, Marketing, Project, Legal, Medical, Chief Financial Officers.
Personal Care Specialists (159)	Masseuse, Nail Technicians, Hairdressers, Barbers, Hairstylists.
Supervisors (155)	Branch, Restaurant, Operations, Security, Housekeeping Supervisors.

Source: Gleaner and Observer Newspapers

The occupations from the top ten occupational sub-groups comprised 1,790 or 67.6 per cent of the “Professionals, Senior Officials and Technicians”, 882 or 65.9 percent of the “Service

Workers, Shop and Market Sales Workers”, 48 or 8.0 per cent of the “Clerks”, and 97 or 20.1 percent of the “Elementary Occupations” groups (See Figure 2).

**Figure 2: Vacant Positions by Broad Occupational Groups and Top Ten Sub-Groups**



Source: Gleaner and Observer Newspapers July 1 to September 30, 2014

The top ten occupational sub-groups were further analyzed to ascertain the lowest qualification, highest qualification and most requested qualification. For example, the highest qualification required for an accounting professional was a Bachelor’s Degree in Accounting while the lowest qualification requested was School Leaver’s Certificate (See Table 4). A closer examination of the data showed that 43.4 per cent of the 2,817 jobs available in the occupational sub-groups requested qualification.

**Table 4: Top Ten Occupational Sub-Groups by Qualification Requested**

Occupational Sub-Groups	Qualification Requested		Most Requested Qualification
	Highest	Lowest	
Teaching Professionals	Doctorate/PhD	Three CXC subjects	Teacher’s College Diploma
Sales and Marketing Personnel	Tertiary Education	Two CXC subjects	Bachelor’s Degree
Managers	Masters Degree	Four CXC subjects	Certified
Customer Service Workers	Bachelor’s Degree	CXC English Language	Three CXC subjects including Mathematics and English Language.
Accounting Personnel	Bachelor’s Degree	School Leaver’s Certificate	ACCA, Professional Accounting Designation
Food Service Workers	Bachelor’s Degree	Food Handler’s Permit	Certificate including NVQJ/IVQ
Household Workers	HEART/NTA NVQJ/IVQ	Literate	Literate
Officers	Masters Degree	CXC passes in Mathematics and English Language	Bachelor’s Degree
Personal Care Specialists	HEART/NTA NVQJ/IVQ	Requisite skills in respective service	Licensed
Supervisors	PhD	High School	Bachelor’s Degree

Source: Gleaner and Observer Newspapers July 1 to September 30, 2014

During July 1 to September 30, 2014, approximately 66.4 percent of the total jobs advertised were linked to the top five industries. These were “Education”, “Wholesale and Retail, Installation and Repair of Consumer and Household Goods”, “Hotels and Restaurants”, “Other Community, Social and Personal Services” and “Manufacture”. A list of the top ten vacancies is provided for each of these five industries (See Table 6).

**Table 6: Top Ten Vacancies in Five Leading Industries: July to September 2014**

Industry	Total Vacancies in Each Industry	Top Ten Vacancies in Each Industry	Top Ten By	
			Number of Vacancies	Percentage of the Industry
<b>1. Education</b>	1,178	<ol style="list-style-type: none"> <li>1. Teachers(see above)</li> <li>2. Lecturers(see above)</li> <li>3. Principals (mainly Primary, Primary and Infant, Primary and Junior High Schools)</li> <li>4. Guidance Counsellors</li> <li>5. Registered Nurses</li> <li>6. Servers</li> <li>7. Officers (Maintenance, Administrative, Clerical, Training)</li> <li>8. Secretaries</li> <li>9. Bursars</li> <li>10. Laboratory Technicians</li> </ol>	992	84.2%
<b>2. Wholesale and Retail, Installation and Repair of Consumer Goods and Articles</b>	741	<ol style="list-style-type: none"> <li>1. Sales Representatives</li> <li>2. Managers (mainly Administrative, Advertising, Sales and/or Marketing, General)</li> <li>3. Cashiers</li> <li>4. Store Clerks</li> <li>5. Counter Clerks</li> <li>6. Packers</li> <li>7. Technicians (mainly Electronic, Air Conditioning &amp; Refrigeration)</li> <li>8. Customer Service Representatives</li> <li>9. Electricians</li> <li>10. Accounting Officers</li> </ol>	447	60.3%
<b>3. Hotels and Restaurants</b>	673	<ol style="list-style-type: none"> <li>1. Chefs/Cooks (including Executive, Sous and Pastry Chefs)</li> <li>2. Bartenders</li> <li>3. Hotel Workers</li> </ol>	424	63.0%

Industry	Total Vacancies in Each Industry	Top Ten Vacancies in Each Industry	Top Ten By	
			Number of Vacancies	Percentage of the Industry
4. Other Community Social and Personal Services	604	4. Managers	354	58.6%
		5. Supervisors (mainly Housekeeping, Front Office, Restaurant, Shift)		
5. Manufacture	510	6. Waiters/waitresses	248	48.6%
		7. Food Servers		
		8. Kitchen Assistants		
		9. Housekeepers		
		10. Technicians (mainly Repair and Refrigeration)		
		1. Security Guards		
		2. Lifeguards		
		3. Masseuse		
		4. Nail Technicians		
		5. Hairdressers		
		6. Supervisors (mainly Operations, Security, Massage Spa)		
		7. Managers (mainly Business Development, Programme Development, Zone)		
		8. Officers (mainly Treatment & Care, Marketing)		
		9. Babysitters		
		10. Barbers/Bartenders/Practical Nurses		
		1. Sales Representatives		
		2. Dressmakers		
		3. Managers (mainly Brand, General, Human Resources/HRD, Production, Sales & Marketing)		
		4. Packers		
		5. Supervisors (mainly Production, Sales, Warehouse, Factory)		
		6. Machine Operators		
		7. Drivers		
		8. Cashiers		
		9. Technicians (mainly Maintenance, Quality Assurance, Refrigeration)		
		10. Accountants		

Source: *Gleaner* and *Observer* Newspapers

## VACANT POSITIONS ADVERTISED VIA THE INTERNET

### JULY TO SEPTEMBER 2014

The three electronic job-matching websites which were reviewed during the period July 1 to September 30, 2014 were Splash Jamaica.com, Electronic Labour Exchange ([www.lmis.gov.jm](http://www.lmis.gov.jm)) and CaribbeanJobs.com. Frequently advertised positions via the Internet were placed in Occupational sub-groups (See Table 7). In these sub-groups, Managers were the leading group with General, Human Resource and Sales Managers being the most demanded.

**Table 7: Top Ten Occupational Areas and Related Positions Advertised Via the Internet**

Occupational Sub-Groups	Posts Advertised July to September 2014
<b>Managers</b>	Assistant Managers, Branch, Business Development/Business, Customer Service, General, Human Resources, Investment, Marketing/Consumer Marketing, Sales Managers.
<b>Officers</b>	Administrative, Business Development, Collections, Employee Relations, Field Officers, Chief Executive Officer, Chief Information Officer.
<b>Supervisors</b>	Operations, Production, Maintenance, Collections, Floor, Housekeeping, Payroll, Procurement, Front Office, Quality Control Supervisors.
<b>Engineers</b>	Computer Systems, Customer Support, Electrical, Fixed IT Billing, Group/Group HR, ICT/IP Implementation, Maintenance, Planning Engineers.
<b>Analysts</b>	Business, Commercial, Credit and Collection, Financial, Human Resources, Insurance, Junior, Marketing, Microbiologist, Quality, Research, Systems Business, Report Analysts.
<b>Technicians</b>	Automotive, HVAC, Instrumentation, Pool, Printer/Copier, Quality Assurance, Refrigeration, Technology Sales Support, Truck Technicians.
<b>Clerks</b>	Accounting, Front Desk, Data Entry, Sales, Shipping and Store Clerks.
<b>Directors</b>	Assistant Food and Beverage/Legal Reform/ Human Resources, Knowledge, Training & Quality, Laundry,

Occupational Sub-Groups	Posts Advertised July to September 2014
	Media, Nursing Services, Technical Services Directors.
<b>Coordinators</b>	Environmental, Health and Safety; Event, Examinations and Assessments, Information Technology, Marketing, People and Management, Weddings and Events Coordinators.
<b>Chefs</b>	Chefs in general and Executive, Pastry or Sous Chefs.

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

Five of the top ten occupations, along with the required qualifications, experience and skills which were advertised via the Internet are highlighted in Table 8.

**Table 8: Top Five Positions Advertised Via the Internet Highlighted By Occupation, Qualification, Experience and Skill: July to September 2014**

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
<b>1. General Manager</b>	Masters Degree with specialization in Finance, Marketing, General Management.	At least ten years experience, one year must be at a senior executive level in preferably the area of work in the industry.	<ul style="list-style-type: none"> <li>• Strong strategic thinking and implementation skills;</li> <li>• Excellent networking and business development skills;</li> <li>• Excellent decision making, evaluation and planning skills;</li> <li>• Excellent leadership and human relations skills;</li> <li>• Well developed oral and written communication skills;</li> <li>• Must be articulate and able to interact at all levels;</li> <li>• Computer literacy.</li> </ul>
<b>2. Field Officer</b>	Diploma or Bachelor's Degree in any area: Business, Social Science and Project Management.	At least two years work experience in the area of social sciences and in specific areas such as health promotion, or similar field, with experience with NGO or non-profit humanitarian organizations is an asset.	<ul style="list-style-type: none"> <li>• Superior oral and written communication, decision making, problem solving and interpersonal skills.</li> </ul>
<b>3. Operations Supervisor</b>	Bachelor's Degree in Business Administration,	Eight years experience with demonstrated	<ul style="list-style-type: none"> <li>• Strong communication skills both oral and in</li> </ul>



OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
	Operations Management or any Business related field.	leadership of operational management tools and process engineering.	<p>writing, presentation and organizational skills;</p> <ul style="list-style-type: none"> <li>• Ability to prioritize, work under pressure and meet deadlines;</li> <li>• Must be able to multitask in a fast paced environment;</li> <li>• Willing to work evenings and weekends;</li> <li>• Excellent interpersonal and analytical skills;</li> <li>• Team player;</li> <li>• Relevant knowledge of management software and Microsoft Office Suite.</li> </ul>
<b>4. Group Engineer</b>	Bachelor's Degree in Mechanical, Electrical or other engineering field from a reputable and recognized University.	Have a minimum of four years experience as a Group Engineer or Director of Engineer.	<ul style="list-style-type: none"> <li>• Computer literate with proficiency in Microsoft Word and Excel;</li> <li>• Excellent organizational, communication, language and analytical skills;</li> <li>• Strong work ethics and confidentiality;</li> <li>• Able to work flexible hours and have own motor vehicle.</li> </ul>
<b>5. Financial Analyst</b>	Master of Science Degree in Economics, Finance or similar quantitative discipline; Chartered Financial Analyst/Licensed by the Financial Services Commission.	At least three to five years work experience in investment or related economic or financial research; and has experience regional management and financial statements.	<ul style="list-style-type: none"> <li>• Strong computer skills with competence at Excel, databases, Microsoft Office applications, proficient with accounting software example Solomon Accounting Software;</li> <li>• Superior oral and written communication skills;</li> <li>• Excellent leadership capabilities and strategic management skills;</li> </ul>

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
			<ul style="list-style-type: none"> <li>Strong problem solving, analytical, creative, decision making skills.</li> </ul>

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

During the quarter, the most frequently advertised occupations were Sales Representatives, Accounts Executives and Customer Service Personnel (See Table 9).

**Table 9: Top Ten Occupations Advertised via the Internet July 1 to September 30, 2014**

Occupation	Number of Jobs Advertised
<b>Sales Representative</b>	31
<b>Account Executive</b>	19
<b>Customer Service Personnel</b>	17
<b>Auditor; Internal</b>	9
<b>Sales Executive</b>	9
<b>Administrator</b>	8
<b>Financial Advisor</b>	8
<b>Call Center Agent</b>	8
<b>Accountant</b>	6
<b>Intern</b>	6

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

The following is a review of the requirements for each of the occupations listed in the top ten occupations advertised above. , With the exception of Call Centre Agents, the Top Ten Occupations Advertised via the Internet was comparable to those advertised in the print media (See Table 10).

**Table 10: Top Ten Occupations Advertised via the Internet and the Requisite Qualification, Experience and Skills Specified July 1 to September 30, 2014**

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
<b>1. Sales Representative</b>	First Degree in Business or any other related discipline.	A minimum of three years experience in a sales and/or marketing position.	<ul style="list-style-type: none"> <li>Computer literate.</li> <li>Excellent written and verbal communication skills;</li> <li>Good project management, leadership, negotiation and decision making skills;</li> <li>Ability to work under pressure, results driven, self motivated, open minded and energetic;</li> <li>Strong interpersonal and team skills;</li> </ul>

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
			<ul style="list-style-type: none"> <li>• Must be able to work flexible hours and willing to travel islandwide.</li> </ul>
<b>2. Account Executive</b>	Bachelor's Degree in Business Administration, Management Studies.	Minimum four years experience in a similar position.	<ul style="list-style-type: none"> <li>• Excellent computer skills;</li> <li>• High integrity, strong work ethic, team oriented, have a positive attitude;</li> <li>• Strong communication and customer service skills;</li> <li>• Good multitask skills and capable to work independently;</li> <li>• Able to work Saturdays and extended hours.</li> </ul>
<b>3. Customer Service Representative/ Customer Care Assistant</b>	Diploma in Marketing or Business Administration/ Certification in relevant discipline/ At least four CXC subjects including English Language	Minimum of two years experience in the relevant industry in a similar position.	<ul style="list-style-type: none"> <li>• The ability to multitask with strong organizational and follow up skills;</li> <li>• Demonstrates flexibility and adapt quickly to change;</li> <li>• The ability to work in a team, to work on own initiative, to work well under pressure and meet deadlines;</li> <li>• Good oral and written communication skills;</li> <li>• Excellent customer service, accuracy skills, attention to detail and listening skills;</li> <li>• Proficient in Microsoft Office Suite (Word, Powerpoint and Excel)</li> </ul>
<b>4. Internal Auditor</b>	An Accounting Designation, ACCA Level II or equivalent.	Four years experience in the auditing field at a supervisory level in the relevant industry.	<ul style="list-style-type: none"> <li>• At least basic knowledge of Accounting and Inventory software. Computer literate with sound knowledge of Microsoft Office Suite.</li> <li>• Good time management skills;</li> <li>• Ability to communicate effectively at all levels both written and oral;</li> <li>• Ability to use logic and reasoning skills.</li> </ul>
<b>5. Sales Executive</b>	First Degree in Management,	Minimum two to three years work	<ul style="list-style-type: none"> <li>• Excellent communication and written skills;</li> </ul>

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
	Marketing, Sales, Business Administration or equivalent qualification.	related experience in Sales or Customer Service.	<ul style="list-style-type: none"> <li>• Ability to learn fast, positive and hardworking attitude;</li> <li>• Self motivated, driven and possess high energy.</li> </ul>
<b>6. Administrator</b>	Certificate/ Diploma/Degree	Four to five years experience in a Human Resource and Recruitment Administrator role.	<ul style="list-style-type: none"> <li>• Proficient in the use of Microsoft Word, Excel, Powerpoint and Outlook.</li> <li>• Excellent interpersonal and communication skills;</li> <li>• Strong organizational skills and high level of attention to detail;</li> <li>• Highly organized and have the ability to multitask;</li> <li>• Ability to work on own initiative and act independently with flexibility to travel.</li> </ul>
<b>7. Financial Advisor</b>	Tertiary level education, minimum six CXC/GCE O Level subjects including a numeric subject.	Previous sales experience.	<ul style="list-style-type: none"> <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>• Have a valid Driver's License and own a reliable motor vehicle.</li> </ul>
<b>8. Call Centre Agent</b>	At least three CXC subjects or equivalent including English Language.	Have at least six months experience in call center environment.	<ul style="list-style-type: none"> <li>• Must be 18 years and over;</li> <li>• Excellent verbal communication skills;</li> <li>• Fluent English spoken/bilingual with Spanish required;</li> <li>• The ability to problem solve creatively;</li> <li>• Good time management, strong desire to achieve goals;</li> <li>• Must be self motivated, team player; flexibility.</li> <li>• Computer literate.</li> </ul>
<b>9. Accountant</b>	Tertiary level education in Accounting, Business/ACCA	One to five years in the accounting field at a supervisory level in the related,	<ul style="list-style-type: none"> <li>• Excellent analytical and organizational skills;</li> <li>• Good supervisory and team skills, with</li> </ul>

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
	Level II.	environment in preparing Financial Reports and/or Income and Expenditure Reports.	<ul style="list-style-type: none"> <li>excellent work habits;</li> <li>• Excellent communication and time management skills.</li> <li>• Proficiency in the use of an Accounting software.</li> </ul>
<b>10. Intern/Graduate</b>	Bachelor's Degree in specialization.	Experience is not required but would be an asset	<ul style="list-style-type: none"> <li>• Working knowledge of computer applications software, including word processing and spreadsheet packages.</li> <li>• Enthusiasm and a willingness to learn;</li> <li>• Ability to communicate effectively in both oral and written formats;</li> <li>• Excellent time management and interpersonal skills.</li> </ul>

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

## Work Permit Top Ten Vacant Positions July to September 2014

A work permit is mainly approved on the premise that local workers in specific occupations are in short supply. The number of work permits which were issued during the period July 1 to September 30, 2014 totalled 905. Demand for work permits during July 1 to September 30, 2014 was primarily for Professionals, Senior Officials and Technicians. The majority of work permit approvals were granted for the following ten occupations:

1. Managers (Department, General among Others)
2. Engineers/Engineer Methods
3. Cooks
4. Dancers
5. Technicians
6. Construction Labourers
7. Fishermen
8. Miners
9. Accountants/Auditors
10. Lecturers

Engineers were the second highest in demand this quarter. The types of engineers required were Civil/Bridge and Other Construction, Electrical, Computer Systems/Computer Applications, Mechanical, Telecommunications/Radio.

Other outstanding job positions for which work permits were applied for include Moulders, Ministers of Religion and Translators.