

PROVISIONAL HOT OCCUPATIONS An Analysis of Job Advertisements and Work Permit Approvals- October 1 - December 31, 2014

This document reviews activities which indicate some types of employment opportunities which were available in the Jamaican labour market, during the period October 1 and December 31, 2014. These activities include job advertisements obtained from the Jamaica *Gleaner* and *Observer* newspapers, vacancies published via the Internet and work permits approved by the Ministry of Labour and Social Security.

JOB ADVERTISEMENTS PUBLISHED BY THE NEWSPAPERS

The total jobs advertised for the October – December 2014 quarter was 3,575 compared to 5,582 for the previous period. The larger number of advertisements during the July-September 2014 quarter reflected the need for Teachers during that period. As seen in Table 1, Sales Representatives headed the list of the Top Ten Occupations published in the newspapers for both periods.

Table 1: Top Ten Occupations Advertised In the Major Newspapers

July 1 to September 30, 2014		October 1 to December 31, 2014	
Top Ten Occupations	Number of Vacancies	Top Ten Occupations	Number of Vacancies
Sales Representatives	203	Sales Representatives	157
Chefs/Cooks	154	Drivers	139
Customer Service Representatives	119	Bartenders	113
Cashiers	110	Chefs/Cooks	110
Bartenders	96	Security Guards/Officers	98
Drivers	91	Domestic Helpers	89
Packers/Labellers/Wrappers	88	Cashiers	65
Security Guards/Officers	87	Customer Service Representatives	58
Customer Care Agents	84	Masseuse/Massage Therapists	57
Lifeguards	79	Store Clerks	57

Source: *Gleaner* and *Observer* Newspapers, July 1 to December 31, 2014

Occupations were classified into groups and reviewed for the October- December 2014 period. As seen in Table 2, the leading category of workers was “Professionals, Senior Officials and Technicians” with 1,478 (41.3 per cent), followed by “Service Workers, Shop and Market Sales Workers” with 380 (27.9 per cent). A similar trend was obtained for the

entire year, “Professionals, Senior Officials and Technicians” (42.6 per cent) and “Service Workers, Shop and Market Sales Workers” (27.1 per cent).

Table 2: Vacancies Advertised by Occupational Group, 2014

Occupational Groups	Jan.- Mar.	Apr.- Jun.	Jul.- Sep.	Oct.- Dec.	Total
Professionals, Senior Officials and Technicians	1,765	1,912	2,646	1,478	7,801
Clerks	545	411	597	380	1,933
Service Workers, Shop and Market Sales Workers	1,397	1,234	1,339	996	4,966
Skilled Agricultural and Fishery Workers	43	38	37	31	149
Craft and Related Trade Workers	205	192	288	168	853
Plant and Machine Operators and Assemblers	241	212	192	177	822
Elementary Occupations	523	436	483	345	1,787
Total Jobs Advertised	4,719	4,435	5,582	3,575	18,311

Source: *Gleaner* and *Observer* Newspapers, January 1 to December 31, 2014

Data for period October - December 2014, was collated into the Top Ten Sub-Groups. The total number of jobs in these Sub-Groups was 1,975, which represented 55.2 per cent of those advertised. The Top Ten Sub-Groups, along with the respective job titles are indicated in Table 3.

Table 3: Occupational Sub-Groups by Leading Vacant Positions Advertised (October 1 to December 31, 2014)

Occupational Sub-Groups	Leading Vacant Positions Advertised
Sales and Marketing Personnel (311)	Sales Representatives, Salespersons, Sales Promoters, Marketing Executives/Representatives, Sales and Marketing Representatives, Sales Associates/Executives.
Officers (256)	Security Officers, Loan, Credit, Early Childhood Development, Human Resources and Health (Parish Treatment, Care Support Officers and Medical Officers.
Teaching Professionals (237)	Caribbean Studies/Communication Studies, Chemistry, Early Childhood, English Language and/or Literature, History, Information Technology, Mathematics, Physics, Social Studies and Spanish Teachers. Lecturers in Human Anatomy, Human Resource Management, Nursing and Spanish.
Management Professionals (220)	Assistant Managers, Food and Beverage/Food Service, General, Human Resources, Marketing, Operations, Project, Restaurant, Sales Managers. Also Human Resource/Human Resource Management Directors.
Food Service Workers (204)	Bartenders, Food Runners, Food Servers, Mixologists, and Waiters/Waitresses
Customer Service Personnel (160)	Client Service Representative, Counter Clerks, Customer Service Representatives, Front Desk and Store Clerks.
Drivers and Other Mechanical Operators (157)	Bus, Truck, Van/Sales Drivers, Driver/Salesman, Bike Operators, Dispatchers, Heavy Equipment Operators
Household Workers (148)	Caregivers, Domestic Helpers, Executive Housekeepers, Housekeepers, Housemen and Nannies.
Personal Care Specialists (144)	Masseuse, Nail Technicians, Hairdresser, Barbers, Spa Specialists (Technicians and Therapists), Braidists and Hairstylists.

Supervisory Personnel (138)	Branch, Early Childhood Development, Operations, Production, Restaurant and Shift Supervisors. Including Executive Chefs.
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Source: *Gleaner* and *Observer* Newspapers, October 1 to December 31, 2014

An analysis was done of the lowest and highest qualifications, as well as the most requested qualifications in each of the Top Ten Sub-Groups. It is important to note that some requirements for Drivers/Other Mechanical Operators included NVQ-J Certificate with at least Three CXC subjects (**See Table 4**).

Table 4: Top Ten Occupational Sub-Groups by Qualification

Occupational Sub-Group	Qualification		Most Requested Qualification
	Highest	Lowest	
Sales and Marketing Personnel	Bachelor's Degree	Two CXC subjects	Bachelor's Degree
Officers	Master's Degree	Three CXC subjects	Bachelor's Degree
Teaching Professionals	PhD/Doctorate	Certified (for example TVET)	At least a Teaching Diploma
Management Professionals	PhD	Three CXC subjects	Bachelor's Degree
Food Service Workers	HEART Trust/NTA Certificate (eg Level 1-111 in Food Preparation)	Three CXC subjects	Certificate
Customer Service Workers	Bachelor of Science Degree	Three CXC subjects including Mathematics and English Language	Three CXC subjects including Mathematics and English Language
Drivers/Other mechanical operators	NVQ-J Certificate	Three CXC subjects	Three CXC subjects/ Valid General Driver's License
Household Workers	Certificate in Housekeeping	Literate	Literate
Personal Care Specialists	Certified Practitioner	Required skills	Required skills
Supervisors	Master's Degree	High School Diploma/Secondary Education Certificate	Bachelor's Degree

Source: *Gleaner* and *Observer* Newspapers, October 1 to December 31, 2014

The jobs advertised during the review period were placed in their respective industry groups. Approximately 60.4 per cent originated from five industries. The Top 10 vacancies from each of the Top five industries are indicated in Table 5.

Table 5: Top Ten Vacancies in Top Five Industries: October to December 2014

Industry	Industry Total Jobs Advertised	Top Ten Jobs Advertised	Top Ten	
			Number of Jobs Advertised	Percentage (%) Top Ten/Industry
1. Hotels and Restaurant	582	<ol style="list-style-type: none"> 1. Bartenders 2. Chefs 3. Supervisors (mainly Housekeeping/ Canteen/ Shift) 4. Managers (mainly Food and Beverage, Restaurant, Operations, Maintenance) 5. Waiters/Waitresses 6. Kitchen Assistants 7. Food Servers 8. Cooks 9. Cashiers 10. Team Leaders 	354	60.8
2. Wholesale and Retail, Repair of Consumer/ Household Goods	516	<ol style="list-style-type: none"> 1. Sales Representatives 2. Store Clerks 3. Drivers (Truck, Bus, Van) 4. Salespersons 5. Managers (mainly Brand, General) 6. Cashiers 7. Distributors 8. Florists 9. Sales Associates 10. Technicians (mainly Air Conditioning &/or Refrigeration, Automotive, Electronic Repair and Repair) 	322	62.4
2. Other Community, Social and Personal Services	453	<ol style="list-style-type: none"> 1. Security Officers 2. Masseuse 3. Nail Technicians 4. Managers (mainly Customer Service, Human Resources, Operations) 5. Hairdressers 	252	55.6

Industry	Industry Total Jobs Advertised	Top Ten Jobs Advertised	Top Ten	
			Number of Jobs Advertised	Percentage (%) Top Ten/Industry
		<ul style="list-style-type: none"> 6. Supervisors (mainly Security) 7. Janitors 8. Caregivers 9. Dancers 10. Officers (mainly Chief Executive, Marketing, Monitoring and Evaluation) 		
3. Education	343	<ul style="list-style-type: none"> 1. Teachers 2. Lecturers 3. Principals 4. Guidance Counsellors 5. Secretaries 6. Nurses (School) 7. Food Servers 8. Professors 9. Bursars 10. Casual Workers 	264	77.0
4. Manufacture	266	<ul style="list-style-type: none"> 1. Managers (mainly Marketing, Photoshop, Restaurant, Sales, Shift) 2. Sales Representatives/Salespersons 3. Packers 4. Counter Clerks 5. Dressmakers 6. Supervisors (mainly Production, Restaurant) 7. Drivers 8. Accountants 9. Graphic Artist 10. Machine Operators 	131	49.2

Source: Gleaner and Observer Newspapers, October 1 to December 31, 2014

JOB ADVERTISEMENTS BY PARISH DISTRIBUTION

October 1 to December 31, 2014

Advertisements in the print media which could be identified by parish were collated and analysed for the period October - December 2014. As seen below, most of the jobs identified by parish originated from the capital parishes, Kingston and St. Andrew (49.8 per cent), followed by St. James (16.2 per cent).

Table 6: Job Advertisements by Parish and Other Locations

Parish	Total Jobs Advertised
Kingston and St. Andrew	1,087
St. Thomas	24
Portland	22
St. Mary	29
St. Ann	154
Trelawny	23
St. James	353
Hanover	26
Westmoreland	57
St. Elizabeth	49
Manchester	72
Clarendon	62
St. Catherine	161
Portmore	65
Total Parishes Identified	2,184
Regional Organizations	51
Overseas Entities	53
Parish Not Stated	1,287
Total Jobs Advertised	3,575

Source: *Gleaner* and *Observer* Newspapers, October 1 to December 31, 2014

Job advertisements were classified into the Metropolitan Region¹, Other Major Parishes² and Rural Parishes³, using population data from the Economic and Social Survey Jamaica 2014. The Metropolitan Region which comprise Kingston and St. Andrew and St. Catherine, accounted for 60.1 per cent. Other Major Parishes (St. Ann, St. Elizabeth, Manchester,

¹ Average population of 500,000 to 670,000

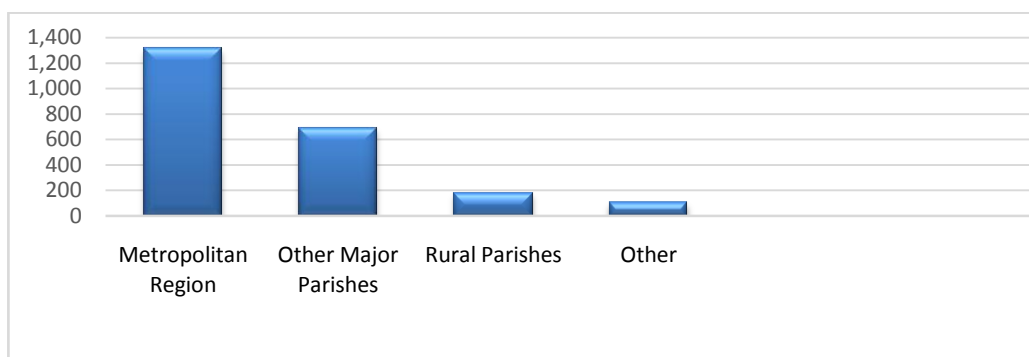
² Average population of 150,000 to 250,000

³ Average population of 50,000 to 150,000

Clarendon and St. James) comprised 31.6 per cent while the rural parishes (St. Thomas, Portland, St. Mary, Trelawny, Hanover and Westmoreland), had 8.3 per cent.

Other employment opportunities, which were found in the Caribbean Region and other Overseas locations, totalled 104. The prominent countries from which advertisements originated were United States of America, Canada, Barbados and Trinidad and Tobago (See Figure 1).

Figure 1: Jobs Advertised By Locality October to December 2014



Source: Gleaner and Observer Newspapers

An analysis of the subgroups of occupation in Kingston and St. Andrew revealed that the largest sub-group was Managers, followed closely by Officers and Teachers. A list of the respective job titles is shown in Table 7.

Table 7: Jobs Advertised in the Top Ten Occupational Sub-groups in Kingston and St. Andrew, October to December 2014

Occupational sub-groups	Job Titles Advertised
Managers (65)	Accounting, Administrative, Assistant Constituency, Assistant General, Assistant – Policy, Methodology & Bank Supervisory Training, Brand, Business/Business Development Finance, Client Relationship, Compliance and Risk, Customer Service, Debt Restructuring, Dispatch and Administration, Documentation, Employee Benefits, Environmental Engineering, Facilities, Farm, Food Service, General, Hotel, Human Resources, Maintenance, Marketing/Marketing and Communications, Monitoring and Evaluation, Operations, Planning and Monitoring, Plant, Policy Research Analysis, Procurement, Public Relations, Chief Project/Project, Restaurant, Sales, School Canteen, Senior Regional Risk and Quality, Site, Special Projects, Sports Betting Lounge, Store, Student Assessment Teachers.
Officers (63)	Advocacy and Community Development, Assistant Political and Press, Chief Executive, Chief Financial, Chief Plant Breeding, Collections/Paralegal, Communications, Credit, Early Childhood Development, Education, Energy Reduction, Executive, Field Loan, Forest Resource Assessment, Human Resources, Loan/Collections, Marketing/Marketing and Business Development, Monitoring and Evaluation, Payroll, Product Quality, Project, Public Relations and Communications, Publications, Purchasing, Record, Regional, Research, Returning, Risk and Asset Vehicle Maintenance Officers.

Occupational sub-groups	Job Titles Advertised
Teachers (57)	Grade 1 Teacher, Teacher's Assistant, Assistant Language Teacher, Biology, Caribbean Studies and/or Communication Studies, Chemistry, Early Childhood, Electronic Document Preparation Management, English Language/Literature/Literatures in English, Information Technology/Computer Science, History, Law, Mathematics, Music, Physics, Primary Education, Science and Spanish Teachers.
Lecturers (28)	Accounting, Alternative Energy, Anatomy, Animation and Motion Graphics, Archives and Records Management, Assistant Social Epidemiology, Biochemistry, Cardiothoracic Computer Science, Caribbean Civilization, Construction and Building Services Integration, Cosmetology, Court Reporting, Design Computing, Engineering Science, Film Production, Human Resource Management, Management Information Systems, Molecular Biology, Nursing, Pathology, Physics, Physiology, Senior Political Science, Social Geography, Spanish, Speech Language Pathology, Strategic Management, and Taxation Lecturers.
Supervisors (23)	Accounts, Armed/Unarmed, Assistant Building, Bar and Lounge, Canteen, Computer Room, Engineering Stores, Health Services, Heavy Equipment Maintenance, Production, Quality Control, Restaurant, Sales and Marketing, School Canteen, and Security Supervisors,
Auditors (13)	Internal Audit Supervisor, Field Auditor, Senior IT Auditor, IT Auditor, Staff Auditor, Audit Senior Chief Internal Auditor and Internal Auditor.
Technicians (13)	Automotive, Building, Electrical/Electronics, Electronic Security, Maintenance, Multimedia Support, Multi skilled carpenter, Air Conditioning and/or Refrigeration, Vehicle Tracking Technicians.
Analysts (8)	Business/Business Process Innovation, Financial, Geographic Information System, Portfolio, Programme (Capacity Development), Statistical, Supply Chain Analysts.
Coordinators (8)	Academic, Client Services, Language and Cross Culture, Marketing, Project Coordinators,

Source: *Gleaner* and *Observer* Newspapers October 1 to December 31, 2014

The Top Ten advertisements for other leading parishes were reviewed. The total jobs advertised in St. Catherine and Portmore was 226. The most frequently advertised jobs in the quarter in these two locations were Bartenders, Chefs and Sales Representatives (**See Table 8**).

Table 8: Top Ten Advertised Occupations/Vacancies in St. Catherine and Portmore: October to December 2014

Parish	Top Ten Occupations/Vacancies Per Parish
St. Catherine (161)	<ol style="list-style-type: none"> 1. Teachers [Biology, Building Technology, Business Education, Early Childhood, History, Mathematics, Physics, Social Studies, Visual Arts] 2. Bartenders, 3. Sales Representatives, 4. Security Guards, 5. Chefs,

Parish	Top Ten Occupations/Vacancies Per Parish
	<ol style="list-style-type: none"> 6. Resource Protection Coordinators, 7. Servers, 8. Domestic Helpers, 9. Managers [General, Office, Sales], 10. Principals
Portmore (65)	<ol style="list-style-type: none"> 1. Bartenders, 2. Chefs/Cooks, 3. Drivers, 4. Sales Representatives, 5. Counter/Store Clerks, 6. Workforce Management Analysts, 7. Hairdressers, 8. Officers [Branch, Loans], 9. Supervisors [Branch], 10. Practical Nurses

Source: *Gleaner* and *Observer* Newspapers October 1 to December 31, 2014

The total jobs advertised in the five parishes St. James, St. Ann, St. Elizabeth, Manchester, and Clarendon was 690 (**See Table 9**). The Top Ten Occupations/Vacancies for the four parishes were mostly for Sales Representatives and Security Officers. Other leading positions were Bartenders, Drivers, Managers, Officers and Supervisors.

Table 9: Top Ten Advertised Occupations/Vacancies in St. James, St. Ann, Manchester, Clarendon and St. Elizabeth: October to December 2014

Parish	Top Ten Occupations/Vacancies Per Parish
St. James (353)	<ol style="list-style-type: none"> 1. Supervisors [Branch, Early Childhood Development, Food and Beverage, Security, Shift], 2. Managers [Food and Beverage, Restaurant], 3. Florists, 4. Technicians [Electronic Security, A/C, Laboratory, Pool], 5. Bartenders, 6. Chefs/Cooks, 7. Sales Representatives/Salesmen, 8. Security Guards, 9. Officers [Early Childhood Development, Loans, Loss Prevention, Marketing], 10. Coordinators [Airport, Facilities Management, Housekeeping, Wedding and Events], Drivers, Spa Therapists
St. Ann (154)	<ol style="list-style-type: none"> 1. Sales Representatives, 2. Security Officers, 3. Teachers [Building Technology/Technical Drawing, English Language & Literature, Information Technology, Integrated Science, Mathematics, Physical Education, POA/POB, Social Studies], 4. Chefs/Cooks, 5. Drivers,

Parish	Top Ten Occupations/Vacancies Per Parish
	<ol style="list-style-type: none"> 6. Managers [Information Technology, Laundry, Property, Supermarket] , 7. Bartenders, 8. Lecturers [Agricultural and Environmental Studies, Biology, Human Anatomy and Physiology, Mathematics, Operations Research], Officers [Assessment, Human Resources, Loans] , Supervisors [Office Services, Watersports], Technicians [A/C and/or Refrigeration, Radio and TV], 9. Cashiers, 10. Masseuse/Massage Therapists.
Manchester (72)	<ol style="list-style-type: none"> 1. Sales Representatives/Salesmen, 2. Security Officers, 3. Loans Officers, 4. Supervisors [Branch, Sales & Marketing, Shift], 5. Team Leaders, 6. Cashiers, 7. Drivers, 8. Managers [Restaurant, Personnel], 9. Teachers [Agriculture Science, Religious Education and Social Studies, Physics], 10. Customer Service Representatives/Inspectors
Clarendon (62)	<ol style="list-style-type: none"> 1. Teachers [Building Technology, Communication Studies, English Language, Mathematics, POA/POB/EDPM, Religious Education, Social Studies, Visual Arts], 2. Sales Representatives, 3. Security Guards, 4. Bartenders, 5. Drivers, 6. Officers [Early Childhood, Loans], 7. Principals, 8. Supervisors [Branch, Canteen, Market], 9. Guidance Counsellors, 10. Lecturers [Computer Science, Nursing].
St. Elizabeth (49)	<ol style="list-style-type: none"> 1. Sales Representatives/Salesman, 2. Teachers [Chemistry, History/Social Studies, Information Technology, Spanish, Visual Arts], 3. Officers [Loans, Returning], 4. Supervisors [Branch, Operations, Shift], 5. Team Leaders, 6. Bartenders, 7. Drivers, 8. Managers [Operations, Restaurant], 9. Principals, 10. Security Officers

Source: *Gleaner* and *Observer* Newspapers October 1 to December 31, 2014

The total jobs advertised in the six parishes Westmoreland, St. Thomas, Portland, St. Mary, Trelawny and Hanover was 181, see Table 10. The most frequently advertised jobs in the quarter for these parishes were Drivers, Officers, Sales Representatives and Teachers.

Table 10 Most Advertised Occupations in Westmoreland, St. Thomas, Portland, St. Mary, Trelawny and Hanover: October to December 2014

Parish	Top Ten Occupations/Vacancies Per Parish
Westmoreland (57)	Teachers [General Construction, Geography, Mathematics and Physics, Music, Physical Education, Spanish], Sales Representatives/Salespersons, Bartenders, Drivers, Chefs, Restaurant Managers, Supervisors [Branch, Early Childhood Development, Operations], Cooks, Financial Controller and Nurses
St. Thomas (24)	Drivers, Loans Officers, Marketing Officers, Principals, Sales Representative
Portland (22)	Bartenders, Drivers, Sales Representatives, Security Officers
St. Mary (29)	Drivers, Assistant Health Education, Data Collection, Early Childhood Officers, Loans Officers, Loans/Marketing Officers, Sales Representatives/Salespersons, Security Officers, Building Technology/Woods Teacher, History, Mathematics and Science, Spanish Teachers
Trelawny (23)	Administrative Assistants, Drivers, Sales Representatives/ Salespersons, Security Officers, English Language and Literature Teachers, Office Administration and/or Principles of Accounts/Principles of Business/Economics Teachers
Hanover 26)	Chefs, Environmental, Health and Safety Coordinator, Quality/Food Service Coordinator, Drivers, Sales Representatives, Early Childhood Development Supervisor, Housekeeping Supervisor, Restaurant Supervisor, Business Education Teacher, French Teacher, Physical Education Teacher.

Source: *Gleaner* and *Observer* Newspapers October 1 to December 31, 2014

JOBS ADVERTISED VIA THE INTERNET: OCTOBER 1 to DECEMBER 31, 2014

Three electronic job-matching websites were reviewed during the period October - December 2014 - Splash Jamaica.com, Electronic Labour Exchange and Caribbeanjobs.com. The total number of positions advertised via the Internet was 442. As shown in Table 11, Customer Service Representatives and Sales Professionals headed the Top Ten list.

Table 11: Top Ten Occupations Advertised via the Internet

Occupation	Number of Jobs Advertised
Customer Service Representatives	21
Sales Professionals	15
Sales Representatives	12
Call Center Agent/Representatives	11
Financial Advisors	10
Accountants	8
Auditors	8
Customer Care Agents	6
Administrators	5
Financial Controllers	5

Sources: www.splashjamaica.com, www.lmis.gov.jm, www.caribbeanjobs.com

“Service Workers, Shop and Market Sales Workers” were amongst the frequently advertised positions via the Internet which included Customer Service Representatives, Sales Personnel, Call Center Agents and Customer Care Agents. The specific qualifications, experiences and skills for the Top Ten Occupations are reviewed (**See Table 12**).

Table 12: Top Ten Occupations Advertised via the Internet and the Required Qualification, Experience and Skills October 1 to December 31, 2014

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
1. Customer Service Representative	Diploma	Customer service experience with telemarketing skills preferably in the telecommunications industry.	<ul style="list-style-type: none"> • Excellent written and oral communication skills in English; • Able to work a flexible schedule; • Excellent interpersonal skills; • Professional attitude, enthusiastic and reliable.
2. Sales Professional	Bachelor's Degree in relevant field that is Science related or Accounting, Sales and Marketing.	Two years minimum experience in Technical or related Sales area	<ul style="list-style-type: none"> • Good interpersonal skills; • Good leadership skills; • Ability to work as a valued team player. • Own a reliable motor vehicle.
3. Sales Representative	Diploma in Marketing	Minimum two years experience in Sales and Customer Service in the related field.	<ul style="list-style-type: none"> • Computer literate • Good presentation skills; • Ability to work under pressure; • Self driven, assertive and have a professional attitude; • Good oral and written communication skills; • Have a General Driver's License, • Own and operate a reliable motor vehicle.
4. Call Center Agents	Three to five CXC subjects or equivalent including English Language.	Previous call center, hospitality or sales experience	<ul style="list-style-type: none"> • Basic computer skills; • Strong communication skills; • Strong listening skills with sound decision making ability; • Strong customer service skills, very friendly and able to build rapport; • Self motivated, a team player and flexible.
5. Financial Advisor	Tertiary level education and a minimum six CXC subjects including a	Previous sales experience.	<ul style="list-style-type: none"> • Excellent customer service and teamwork skills; • Ability to communicate

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
	numeric subject.		effectively, both oral and written; <ul style="list-style-type: none"> • Ability to multitask; • Good interpersonal and negotiation skills.
6. Accountant	Association of Chartered Accountant (ACCA), Certified Public Accountant (CPA) or First Degree of Accounting	At least three years accounting years.	<ul style="list-style-type: none"> • Knowledge of accounting software; • Willingness to work a flexible schedule; • Ability to work in a fast paced environment; • Detail oriented, • Sound analytical skills.
7. Auditor	ACCA or CPA	At least one year experience in an audit environment.	<ul style="list-style-type: none"> • Computer literate, proficient in Microsoft Office Suite; • Effective communication skills; • Strong attention to detail, analytical skills; • Ability to deliver results to tight deadlines; • Ability to work in a team.
8. Customer Care Agent	At least three CXC subjects or equivalent including English Language.	Previous experience in a customer service related environment.	<ul style="list-style-type: none"> • Computer literate • Excellent verbal and written communication skills; • Strong time management skills; • Strong decision making and problem solving skills; • Strong attention to detail; • A team player.
9. Administrator	First Degree in relevant discipline such as Business Administration.	At least three years experience in the relevant industry	<ul style="list-style-type: none"> • Knowledge/proficiency in spreadsheet and database management; • Good conceptual, research and analytical skills with a balanced judgement; • Strong organizational skills, detail oriented; • A valid Driver's License with access to a reliable motor vehicle.
10. Financial Controller	Chartered Accountant	Five years experience in accounting and management roles.	<ul style="list-style-type: none"> • Computer literate, knowledge of Microsoft Office Suite; • Good attention to detail with a hands on approach; • Good judgement with sound decision making skills; • Own a reliable and fully functional motor vehicle.

Sources: www.splashjamaica.com, www.lmis.gov.jm, www.caribbeanjobs.com

Other positions advertised via the Internet were placed in occupational sub-groups, namely Managers, Supervisors, Engineers, Officers, Coordinators, Analysts and Directors. These positions and respective job titles are shown in Table 13. Managers accounted for 22.6 per cent of the total advertisements. The types of Managers included Branch, General, Human Resources, Operations, Risk and Sales Managers. In terms of “Service Workers, Shop and Market Sales Workers”, the occupations frequently advertised were Sales and Customer Service including Call Centre Agents/Representatives.

Table 13: Occupational Sub-Groups and Related Job Titles Advertised via the Internet

Occupational Sub-Groups	Job Titles Advertised October to December 2014
Managers	Accounts, Branch, Business Development, Food Service/Food and Beverage, General, Human Resources, Information Technology/Business Intelligence, Maintenance, Marketing, Operations, Project, Restaurant, Retail Store, Risk and Sales Managers.
Supervisors	Bar, Dining Room, Bag-Making, Built, Extrusion, Help Desk, Housekeeping, Merchandiser, Operations, Payroll Processing and Administration, Production, Route-to-Market, Service, Spa, Warehouse and Workshop Supervisors.
Engineers	Broadband, Broadcast, Construction, Datacom, DWDM, Fibre, Fixed Switch, Head End Satellite, ICT Implementation, Maintenance, Network, NOC/NMS, Power and Production Engineers.
Officers	Business Development, Chief Operating, Claims, Senior Communications, Credit, Examinations, Human Resources, Legal, Operations, Portfolio, Public Relations and Advocacy, Research, Retail Banking, Strategy, Technology Solutions Officers.
Coordinators	Dispatch and Logistics, Human Resources, Marketing, Programme, Talent Team, Technical Sales, Training, Wedding and Workforce Coordinators.
Analysts	Actuarial, Business Process Innovation, Business/Management Information System, Customer Solutions, Financial, Programmer, Purchasing, Systems Analysts.
Directors	Director General, Director of Housekeeping, Director of Marketing, Director of Nursing.

Sources: www.splashjamaica.com, www.lmis.gov.jm, www.caribbeanjobs.com

The qualification, years of experience and personal skills are reviewed for one job among the sub-groups mentioned above and are detailed in Table 14.

Table 14: Occupational Sub-Groups Advertised via the Internet Highlighted by Occupation, Qualification, Experience and Skill: October to December 2014

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
Sales Manager	Bachelor’s Degree in relevant area.	Two to five years experience in a product-based sales environment and in product	<ul style="list-style-type: none"> ▪ Ability to multitask between team members; ▪ Excellent analytical and research skills; ▪ Motivated, results oriented;

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
		sales.	<ul style="list-style-type: none"> ▪ Sound judgement under pressure; ▪ Excellent interpersonal and communication skills.
Warehouse Supervisor	Diploma in Operations or Supervisory Management and Certificate in Inventory Control and Warehouse Management.	At least two years experience working in a similar capacity.	<ul style="list-style-type: none"> ▪ A high level of integrity; ▪ Excellent interpersonal and communication skills; ▪ Ability to exercise initiative, good organizational skills; ▪ Ability to lead and motivate a team.
Human Resources or Marketing Coordinator	Tertiary Level Education in Human Resources, Business or Marketing.	One to three years experience in related field such as human resources.	<ul style="list-style-type: none"> ▪ Computer literate; ▪ Excellent analytical and presentation skills; ▪ Ability to work on own initiative; ▪ Well developed leadership qualities; ▪ Excellent team working skills; ▪ Strong administrative and organizational skills; ▪ Articulate, deadline oriented and creative.
Credit Officer	First Degree in Business Administration or related field.	Two years credit or loan administration experience.	<ul style="list-style-type: none"> ▪ Computer literate; ▪ Own a reliable motor vehicle; ▪ Excellent analytical skills; ▪ Effective communication skills; ▪ Sound decision making skills; ▪ High level of integrity and work ethic; ▪ Result oriented.
Financial Analyst	Bachelor's Degree or ACCA level 3	A minimum of four years related experience.	<ul style="list-style-type: none"> ▪ Computer literate, proficient in Microsoft Office Suite; ▪ Strong analytical skills; ▪ Ability to multitask, organize and prioritize; ▪ Strong written and verbal communication skills.
Power Engineer	First Degree in Electrical Engineering or equivalent.	Minimum of five years practical experience in electrical systems.	<ul style="list-style-type: none"> ▪ Ability to be flexible; ▪ Excellent oral and written communication skills; ▪ Excellent team building skills; ▪ Ability to multitask; ▪ Excellent negotiating and interpersonal skills.
Director General	Master's Degree in Management.	At least ten years Senior Management experience and industry experience would be an asset.	<ul style="list-style-type: none"> ▪ Excellent analytical and problem solving skills; ▪ Excellent human relations and interpersonal skills; ▪ Ability to communicate effectively both orally and in writing;

OCCUPATION	QUALIFICATION	EXPERIENCE	SKILLS SPECIFIED
			<ul style="list-style-type: none"> ▪ Sound judgement and decision making ability; ▪ Good leadership, motivational and team building skills.

Sources: www.splashjamaica.com, www.lmis.gov.jm, www.caribbeanjobs.com

WORK PERMITS APPROVED BY TOP TEN VACANT POSITION

A review of work permits approved during the period October 1 to December 31, 2014 showed there were a number of positions available locally which were filled by work permit applications. A work permit is mainly approved on the premise that local workers in specific occupations are in short supply. The total number of work permits issued was 1,384. Forty five per cent of the work permits issued was to the occupational group: “Professionals, Senior Officials and Technicians”. A Top Ten list is shown below:

1. Managers (Department, General among Others),
2. Construction Labourers,
3. Engineers (Civil, Electrical, Telecommunications, Computer among others),
4. Cooks,
5. Electricians,
6. Technicians,
7. Carpenters,
8. Welders,
9. Architects,
10. Dancers.