



OFFICE OF UTILITIES REGULATION

Regulating Utilities for the Benefit of All

Career Opportunity

The Office of Utilities Regulation (OUR) invites applications from suitably qualified individuals to fill the following position:

CONSUMER AFFAIRS OFFICER

CORE FUNCTIONS:

Under the general direction of the Director—Consumer & Public Affairs, the incumbent is responsible, inter alia, for:

- ◆ Facilitating the resolution of issues between the utility service providers and their customers;
- ◆ Interfacing with customers by various means, (in person, by telephone, in writing, etc.) to ascertain their respective concerns and provide efficacious resolution of appeals, etc.,
- ◆ Communicating with the utility service providers, on behalf of consumers to ensure that the terms and conditions of service and licences are not breached; and
- ◆ Assisting in various consumer awareness and education activities.

REQUIRED QUALIFICATIONS, EXPERIENCE &

CRITICAL COMPETENCIES:

- ◆ BSc./BA. in Business Administration, Social Sciences, or related discipline;
- ◆ Computer literacy with proficiency in Microsoft Suite;
- ◆ Formal training and experience in customer service;
- ◆ Excellent oral and written communication skills;
- ◆ Excellent problem-solving, interpersonal and time management skills;
- ◆ Ability to work well under pressure and adhere to rigorous deadlines; and
- ◆ Basic knowledge of the technical operations of utility companies would be an asset.

Applications, including three referees, should be submitted no later than Monday, January 23, to:

**Director - HRM & Administration
THE OFFICE OF UTILITIES REGULATION
3rd Floor, PCJ Resource Centre
36 Trafalgar Road, Kingston 10, Jamaica.
Email: employment@our.org.jm ◆ www.our.org.jm**

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