



The Cannabis Licensing Authority (CLA), an agency of the Ministry of Industry, Investment and Commerce, was established in 2015, under the Dangerous Drug Amendment Act, (DDA) with a specific role to establish and regulate Jamaica's legal ganja and hemp industry invites applications for the position of:

**Client Facilitation Officer (GMG/AM 4) (Band 6) - Vacant**

**JOB PURPOSE:**

The Client Facilitation Officer provides information and guidance to customers/ applicants who are interested in applying for licence, permit or authorization to handle ganja or hemp or obtain other services from the Authority, in accordance with the relevant law, regulations or policies and procedures.

**KEY OUTPUTS:**

- Applications received, checked and dispatched
- Customer services standards consistently met
- Documents authenticated/validated
- Submitted application forms reviewed
- Manuals and publications contributed to and circulated
- Weekly, monthly and quarterly reports prepared
- Client files (hard and soft) updated

**KEY RESPONSIBILITIES:**

***Customer Service***

- Provides timely responses to enquiries received via walk-in, email or telephone
- Provides timely information and guidance to customers on matters related to the Authority and the application and licensing processes
- Maintains a respectful and professional demeanour
- Informs customers of the application process and provides clear instructions on how to complete relevant forms and documentation required
- Distributes customer questionnaires, surveys and polls
- Accepts oral and written feedback from clients and submits written reports to the Client Facilitation, Supervisor
- Maintains a record of customer enquiry and documents received
- Escalates complaints to the Client Facilitation, Supervisor as necessary
- Participates in workshops, seminars or training exercises to increase knowledge or awareness of internal and external customers

***Application Processing***

- Uses Application Checklist to screen client's applications upon receipt and after submission
- Assesses validity of all documents submitted upon making an application
- Creates hard and electronic files upon receipt and acknowledgement of an application
- Advises customers of incompleteness or any other corrections to be made
- Provides response (electronic or otherwise) to acknowledge/confirm receipt of an application
- Advises clients of requisite fees to be paid, where applicable

- Provides timely follow-up with applicants that do not progress their applications in a timely manner
- Checks with the Finance and Accounting Department to verify payments made by applicants.
- Finalizes, verifies and dispatches completed applications, through the Client Facilitation, Supervisor to the Application Processing Supervisor for processing
- Recommends amendments to forms based on customer feedback
- Updates existing files based on client interactions
- Advises applicants of approval of licences and issuance date
- Distributes licences, permit or authorization to Applicant or Authorised Agents, if so advised
- Directs enquiries or citizen reports to the relevant persons within or outside the Authority subject to requisite consultation and approval
- Adheres to established, relevant policies and procedures of the Authority
- Contributes to Divisional planning and reporting

***Other Responsibilities***

- Performs other job-related duties as assigned by the Client Facilitation Supervisor or Director, Licensing and Applications.

**KEY COMPETENCIES:**

- Information Management
- Technology and Resource Management
- Proof Reading and Referencing Services
- Communication and Service delivery
- Excellent interpersonal relationship skills
- Customer Service oriented
- Results oriented.

**QUALIFICATION AND EXPERIENCE REQUIREMENTS:**

- First degree in Business or Public Administration or any other relevant field from a recognised tertiary institution with at least one (1) year working experience
  - Proficiency in Microsoft Office Suite
  - Experience in customer service would be an asset
- or**
- Diploma or Associate Degree in Management Studies, Business or Public Administration or equivalent qualifications
  - 2-3 years' experience in a related field
  - Proficiency in Microsoft Suites
  - At least one (1) year experience in customer service

**Salary Range: \$2,803,771 .00 to \$3,770,761.00 per annum**

**Please indicate the position being applied for in the Subject Line**

**THE DIRECTOR HUMAN RESOURCE  
MANAGEMENT AND DEVELOPMENT  
CANNABIS LICENSING AUTHORITY  
4TH FLOOR, PAN JAM BUILDING, 60 KNUTSFORD BOULEVARD, KINGSTON 5  
EMAIL: [VACANCIES@CLA.ORG.JM](mailto:VACANCIES@CLA.ORG.JM)**

**Please note that only shortlisted applicants will be contacted.**