



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:

Contract - Director, Licensing and Applications (GMG/SEG 4) (Band 10) - Vacant

JOB PURPOSE:

Under the direct supervision of the Senior Director, Operations, the Director, Licensing and Applications directs the day to day licensing and application processes with respect to the handling of cannabis within the Division.

The Director is required to ensure the highest level of efficiency, effectiveness, customer service and professionalism when dealing with both internal and external customers. The incumbent is also responsible for ensuring the adoption and implementation of best practices and policies to improve both the licensing and application processes within the Division.

KEY OUTPUT:

- Feedback instruments such as questionnaires, surveys, polls developed
- Customer service policies and procedural documents created/updated
- Customer service policies and procedures documented
- Efficient and accessible client data files created/updated with accurate and efficient methods of retrieving data
- Applications for Licenses, Permits and Authorizations received and processed
- Integrity of the application and licensing processes managed
- Application Processing and Client Facilitation Officers trained
- Licenses, permits and authorization prepared and delivered/issued
- Due diligence process coordinated
- Yearly operational plans with set performance targets and budgets
- Monthly, quarterly and yearly reports prepared
- Customer complaints minimal

KEY RESPONSIBILITIES:

TECHNICAL/PROFESSIONAL RESPONSIBILITIES

Technical

- Monitors all applications received by the Authority for the handling of Cannabis i.e. ganja and hemp to include requests for import, export, transit and transshipment to ensure integrity, transparency and compliance
- Develops and review Division policies and procedures to improve client services and satisfaction as well as internal efficiencies/ outputs
- Provides assistance and advice to customers
- Troubleshoots client complaints and issues
- Reviews customer feedback and respond to issues raised
- Reviews processed applications and either endorses or rejects initial recommendations, or requests that additional investigations be undertaken

- Ensures that the requisite assessments are conducted to determine validity/ authenticity of all documents submitted in respect of an application
- Collates processed applications, through the Senior Director, Operations, for review and approval by the CEO/Board
- Participates in Board review and discussions on application files
- Ensures the timely preparation and delivery/issuance of licences, permits or authorisation subsequent to consideration/decision of Board
- Ensures that the requisite due diligence processes are coordinated, and communication/file prepared for consideration in a timely manner
- Ensures that all the requisite requirements as stipulated by the Dangerous Drugs (Amendment) Act, 2015, relevant regulations and the three (3) International Drug Conventions are adhered to for the handling of cannabis to include import, export, transit and transshipment etc. and the integrity of the industry is maintained
- Signs letters of approval or rejection and ensure timely dissemination
- Reviews prepared licenses, permits and other authorizations and obtain Chairman's and/or CEO's signature
- Develops and updates content for FAQs and other collateral material for use by officers as required
- Advises the CEO, through the Senior Director, Operations of issues arising from policy implementation and make recommendations for requisite changes
- Develops mechanisms for internal and external customers in the form of surveys, polls, and similar forms of data gathering
- Conceptualise workshops and consultations with clients of the Authority based on an assessment of needs and requirements of the customer base
- Testify in court with supporting documentations if called upon to do so
- Attend meetings and participate in various fora on behalf of the Authority
- Supports the transition of internal systems and paper-based applications processes to electronic or online arrangement

Management

- Oversees the day-to-day operations of the Division
- Ensures that the team obtains all necessary tools and equipment to effectively execute their duties
- Reports on performance standards of the Division at intervals agreed upon
- Develops and oversees the implementation of the Divisional Operational Plan
- Contributes to the development of the Corporate Plan and Budget
- Collates and submits divisional reports in keeping with required timelines
- Provides guidance to direct reports in the performance of their duties
- Ensures adherence to internal policies and procedures
- Participates in the recruitment of direct reports
- Develops and recommends training and developmental programmes for direct reports
- Conducts appraisal for direct reports, recommend leave and initiate disciplinary action and performance incentives
- Performs other related duties as assigned from time to time by the Chief Executive Officer or Senior Director, Operations

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES:

- Strong oral and written communications skills
- Competent in the use of computer applications
- Excellent planning and organizing skills
- Customer service experience
- Excellent interpersonal skills
- Strong analytical skills
- Leadership ability

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE:

- First degree in Business Administration or Management or any other relevant field
- 5-7 years' work experience with at least three (3) in a senior management position
- Experience supervising customer service functions would be an asset
- Experience in an investigative environment would be an asset

Salary range \$6,333,301.00 to \$8,517,586.00 per annum.

Applications should be submitted no later than **Monday, April 7, 2025** to:

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**

Please note that only shortlisted applicants will be contacted.