



We invite all suitably qualified candidates to apply for the post of **Application Quality & Case File Specialist (GMG/SEG 1)**

Salary Range: \$3,501,526- \$4,709,163 per annum.

Job Purpose

To ensure quality and completeness in the checking of applications for licenses and follow-up with clients to provide missing data and additional information required for the application assessment process.

Strategic Focus

- To ensure systematic and comprehensive processing of all SEZ applications.
- To contribute to the effectiveness of the JSEZA quality management system

Qualifications & Experience

- Tertiary training from a recognized institution or equivalent qualification
- Minimum three (3) years' related experience
- Experience in dealing with matters of a confidential nature

Specific Knowledge & Skills

- Achieve a comprehensive level of knowledge of the Authority's services by keeping up-to-date with related developments
- Knowledge of the principles and techniques of communication systems
- Skilled in use of the Authority's case management and workflow system
- Comprehensive capability in use of Microsoft Office products
- Demonstrable knowledge or ability of working within a call centre or customer service environment
- Strong leadership and team management skills.

Job duties and Responsibilities

To ensure systematic and comprehensive processing of all business partner applications.

- To receive and check all applications for the Authority's services to ensure the required information and supporting documents are attached
- Process company applications for SEZ registration
- Provide initial feedback on the completeness of applications submitted for licenses, permits, etc.

- Refer applications to the Manager of Contracting Services & Workflow for possible referral to the other technical units and the Business Acceleration Centre.
- Provide responses to application-related service calls and inquiries from investors, initially received by the Partner Care Team, and ensure follow-up in line with agreed service standards
- Provide Tier 1 assistance to facilitate completion of applications for licenses, permits, etc., including but not limited to site visits, meetings, teleconferences, etc.
- Prepare reports on SEZ application
- Research and maintain knowledge to ensure adherence with all applicable regulatory requirements and compliance policy and procedures, and adhere to the Authority's standards
- Maintain high level of professionalism and competence in every client interaction
- Build positive and productive relationships with internal and external partners
- Suggest process improvements to enhance service efficiency and effectiveness.
- To support the maintenance of documented information required by the International Standard to support the Authority's Quality Management System

Applications accompanied by résumés should be submitted **no later than Friday, 26 September 2025 to:**

**Director Human Resource Management and Administration
Special Economic Zone Authority
Unit #42B, The New Kingston Business Centre
30 Dominica Drive,
Kingston 5**

Email: hrunit@jseza.com

Please note that only shortlisted applicants will be contacted.