

AN ANALYSIS OF HOT OCCUPATIONS IN JAMAICA

JANUARY 3 TO MARCH 27, 2016

This document provides quarterly analysis of job advertisements published in the Careers Section of the Jamaica Gleaner and Observer newspapers between January 3 and March 27, 2016. It also gives an analysis of work permits approved by the Ministry of Labour and Social Security (MLSS) and jobs which were available through the Ministry's Electronic Labour Exchange (ELE).

A summary of job openings from all sources revealed that Managers were in high demand for the period. Other jobs which featured prominently were Officers and Sales Workers.

Top 10 Occupations Advertised

The analysis from the newspaper was based on 1,902 jobs which were posted during the period. Of this total, 1,143 or 60.1 per cent made the Top Ten list. As in the previous quarter, Managerial positions emerged ahead of the other jobs on the list. For this period, Managers totalled 306 or 16.1 per cent of the Top 10 list while Officers were next with 196 or 10.3 per cent (**See Table 1**).

Table 1: Top Ten Occupations Advertised in the Career Sections of the Gleaner and Observer

No.	Jobs	Total	Percentages
1.	Managers	306	16.1
2.	Officers	196	10.3
3.	Sales and Customer Service Representatives	114	6.0
4.	Administrative Assistants	104	5.5
5.	Supervisors	103	5.4
6.	Teachers	101	5.3
7.	Clerks	70	3.6
8.	Technicians	60	3.2
9.	Engineers	46	2.4
10.	Accountants	43	2.3

Source: Gleaner and Observer newspapers (January 3 to March 27, 2016)

A further disaggregation was done of the Top Ten jobs. The types of Managers advertised included Office, Human Resource, Inventory, Sales and Warehouse Managers. Meanwhile, Officers comprised Marketing, Quality Assurance and Food Safety Officers (**See Table 1A**).

Table 1A: Disaggregation of Top Ten Jobs

Jobs	Job Titles
Managers	Assistant, Case, Office, Chief Executive, Brand, Food and Beverage, Division, Community, General, Human Resource, Inventory, Information Technology, Operation, Property, Restaurant, Qualified Audit, Sales, Store, Warehouse, Water Sports, Senior Finance and Food Service.
Officers	Marketing, Business Development, Credit Environmental, Food Safety, Data Entry, Delinquency, Marketing, Procurement, Project, Quality Assurance, Security
Sales and Customer Service Representatives	Sales, Medical, Customer Service and Pharmaceutical
Assistants	Administrative, Research, Accountant
Supervisors	Restaurant, Branch, Production, Room etc
Teachers	Agricultural Science, Biology, Chemistry, English Language, Geography, Information Technology, Mathematics, Physics, Social Studies, Spanish, Technical Drawing and Visual Arts
Clerks	Purchasing, Inventory, Accounting, Fleet Data Entry, Store room, Sales, Purchasing, Accounts Payable, Cost Control, Reconciliation
Technicians	Air Conditioning and Refrigeration, Computer, Electrical, Maintenance, Pharmacy, Mechanical, Machine Operator, Electrician
Engineers	Electrical, Chief, Electronic and Electrical, Plant, Senior Network, Software, Project, Senior I.T.
Accountant	Senior, Investment, Assistant, Chief, Cost, Junior, Chartered, Portfolio

Source: Gleaner and Observer newspapers (January 3 to March 27, 2016)

Advertisement by Occupational Group

The jobs were classified by occupational groups¹. For the period under review, “Professionals” had the highest number of advertisements, totalling 836 or 43.9 per cent. The second largest was “Managers” with 382 or 20.1 per cent (**See Table 2**).

Table 2: Number of Advertisements by Occupational Group

Rank	Occupational Groups	Totals	Percentage
1	Professionals	836	43.9
2	Managers	382	20.1
3	Technicians and Associate Professionals	282	14.7
4	Service and Sales	173	9.1

¹ Jamaica Standard Occupational Classification 2015.

Rank	Occupational Groups	Totals	Percentage
5	Workers		
7	Clerical Support Workers	129	6.8
8	Craft and Related Trades Workers	59	3.1
9	Plant and Machine Operators and Assemblers	21	1.1
6	Elementary Occupations	17	0.89
10	Skilled Agricultural, Forestry and Fishery Workers	15	0.8
	Armed Forces Occupations	0	0
Total		1,902	100

Source: Gleaner and Observer newspapers (January 3 to March 27, 2016)

Each occupational group was further disaggregated based on the Top Ten occupations advertised. For the “Professionals”, the Top Ten group included Officers, Teachers and Engineers. Sales Managers topped the list of “Managers” while Supervisors was ahead for the “Technicians and Associate Professionals” (See Table 3).

Among the “Clerical and Support Workers”, Accounting and Inventory Clerks were in greatest demand. Sales Representatives were the most advertised jobs for “Service and Sales Workers”. Office Attendants was number one for “Elementary Occupations”, while Drivers topped “Plant and Machine Operators and Assemblers”. Farm Supervisors, Environmental Officers and Project Officers were among the positions advertised in the “Skilled Agricultural, Forestry and Fishery Workers” group.

Table 3: Top Jobs by Occupational Groups

Occupational Group	Top Occupations	Number of Advertisements	Percentages
Professionals	<ol style="list-style-type: none"> 1. Officers 2. Teachers 3. Engineers 4. Accountants 5. Analysts (Programmer, Business, IT, Systems) 6. Nurses 7. Administrators (Office, Network, Personnel) 8. Coordinators (Project, Entertainment, Logistic) 9. Sales Representatives (Medical, Pharmaceuticals) 10. Pharmacists 	456	54.5
Managers	<ol style="list-style-type: none"> 1. Sales Managers 	163	42.6

Occupational Group	Top Occupations	Number of Advertisements	Percentages
	<ol style="list-style-type: none"> 2. Principals 3. Assistant Managers 4. Directors 5. Human Resource Managers 6. Project Managers 7. Food and Beverage Managers 8. Operations Managers 9. Restaurant Managers 10. Brand Managers 		
Technicians and Associate Professionals	<ol style="list-style-type: none"> 1. Supervisors (Inventory, Production, Maintenance, Toll) 2. Officers (Marketing, Pest Control, Business Relationship, Firearm Examinations, Pest Control) 3. Sales Representatives 4. Chefs(Sous, De Partie, Executive, Pastry) 5. Administrative Assistants 6. Technicians (IT, HVAC, Accounting, Support, Field) 7. Paralegal 8. Dental Assistants 9. Traders 10. Electrical Technicians 	189	67
Clerical Support Workers	<ol style="list-style-type: none"> 1. Clerks (Accounting, Clerk of Works, Inventory, Cost Control, Fleet Data Entry, Payable, Inventory, Stenographer) 2. Customer Service Representatives 3. Secretaries (Senior, Legal) 4. Receptionists 5. Others: Telemarketers, Telephone Operators and Toll Collectors) 	75	58.1
Service and Sales Workers	<ol style="list-style-type: none"> 1. Representatives (Sales and Customer Service) 2. Supervisors(Restaurant, Gift Shop, Store, Concierge) 3. Cashiers 4. Security Officers 5. Bartenders 6. Agents 7. Butlers 8. Cooks 9. Lifeguards 10. Armed Guards 	119	68.8

Occupational Group	Top Occupations	Number of Advertisements	Percentages
Elementary Occupations	<ol style="list-style-type: none"> 1. Office Attendants 2. Grounds men/Keeper 3. Stewards 4. Watchmen 5. Janitorial Workers 6. Handymen 7. Merchandisers 	17	100
Plant and Machine Operators and Assemblers	<ol style="list-style-type: none"> 1. Drivers(Truck, Trailer, Delivery, Wrecker) 2. Operator 	13	100
Skilled Agricultural, Forestry and Fishery Workers	<ol style="list-style-type: none"> 1. Farm Supervisors 2. Agronomists 3. Project Officers 4. Environmental Officer 5. Grounds men 6. Pest Control Officer 7. Produce and Meat Supervisor 8. Director Research and Mapping 	15	100

Source: Gleaner and Observer newspapers (January 3 to March 27, 2016)

Advertisements by Industry

For the quarter, job vacancies were highest in the “Real Estate, Renting and Business Activities” industry which totalled 755 or 39.7 per cent. Next was “Hotels and Restaurants” with 205 or 10.8 per cent. Following closely was the “Education” industry with 201 or 10.7 per cent (See Table 4).

Table 4: Total Jobs advertised by Industry

Industry Groups	Number of Jobs Advertised	Percentages
Real Estate, Renting and Business Activities	755	39.7
Hotels and Restaurants	205	10.8
Education	201	10.6
Health and Social Work	142	7.5
Financial Intermediation	118	6.2
Wholesale and Retail Trade; Repair of Motor Vehicles, Motorcycles and Personal and Household Goods	110	5.8
Public Administration and Defence, Compulsory Social Security	88	4.6
Electricity, Gas and Water Supply	50	2.6
Manufacturing	40	2.1
Construction	39	2.1
Transport, Storage and Communications	31	1.6
Other Community, Social and Personal Activities	17	0.9

Industry Groups	Number of Jobs Advertised	Percentages
Agriculture, Hunting and Forestry	16	0.9
Extra-Territorial Organizations and Bodies	12	0.7
Mining and Quarrying	12	0.7
Fishing	0	0
Private Households with Employed Persons	0	0
No Industry Stated	80	4.2
Total	1,920	100

Source: Gleaner and Observer newspapers (January 3 to March 27, 2016)

A review of the top occupations was also done for the industries. The leading jobs in the “Real Estate, Renting and Business Activities” industry were Brand, Assistant and Inventory Managers. These were followed by Officers, including Marketing and Procurement Officers.

Managers were the most advertised positions for the “Hotels and Restaurants” industry and were inclusive of Restaurant, Reservations, Sales and Food & Beverage Managers. Next on the list were Supervisors such as Gift shop and Concierge Supervisors.

For the “Education” industry, Teachers were in greatest demand. Those needed included Biology, Mathematics, Geography, Chemistry, English, Spanish, Social Studies and Physics Teachers. Principal were next on the list.

Officers were the leading jobs in the “Financial Intermediation” industry and included Estate, Finance and Credit Officers. Managers such as Customer Relations, Credit, Information Technology and Assistant Branch Managers were next on the list. Sales Representatives headed the “Wholesale and Retail Trade; Repair of Motor Vehicles, Motorcycles and Personal and Household Goods” industry, followed by “Technicians”.

Human Resource, Property, Estate and Senior Managers emerged ahead in the “Public Administration and Defence Compulsory Social Security” industry, while Officers followed. In the “Electricity, Gas and Water Supply” industry, Electrical and Mechanical Engineers topped the list, ahead of Maintenance Technicians.

Contractors were the leading jobs advertised in the “Construction” industry, followed by Managers. Drivers topped the list for the “Transport, Storage and Communications” industry while Public Relations Officers were next. Meanwhile Office Attendants led the “Other Community, Social and Personal Activities” industry, ahead of Certified Child Caregiver.

Farm Supervisors and Agronomists positions topped the list for the “Agriculture, Hunting and Forestry” industry. For the “Mining and Quarrying industry”, Technicians were mostly in demand, followed by Engineers. There were no advertisements for the “Private Households with Employed Persons” industry **(See Table 5)**.

Table 5: Top Jobs Advertised by Industries

Industry	Top Five Occupations	Total	Percentage
Real Estate, Renting and Business Activities	<ol style="list-style-type: none"> 1. Managers(Assistant, Brand, Business, Human Resource, Inventory, Sales, Store, Warehouse, Operations, Logistics Chief Executive) 2. Officers (Marketing, Procurement, Purchasing, Security) 3. Clerks (Inventory, Accounting) 4. Marketing Personnel 5. Customer Service Representatives 	325	45.5
Hotels and Restaurants	<ol style="list-style-type: none"> 1. Managers (Restaurant, Brand, Sales, Reservations, Security, Food & Beverage) 2. Supervisors (Gift Shop, Concierge, Bar) 3. Chefs (Sous, De Partie, Pastry) 4. Cooks (Line, Pastry) 5. Spa (Concierge and Therapist) 	142	68.9
Education	<ol style="list-style-type: none"> 1. Teachers (Mathematics, Biology, Geography, Chemistry, English, Physics, Social Studies, Spanish, Social Studies) 2. Principal 3. Lecturers (Senior, Mathematics, Philosophy, International Economics) 4. Senior Education Officers 5. Counsellors (Adherence and Guidance) 6. Nurses 7. Bursars 8. C.X.C Moderators 	169	84.5
Financial Intermediation	<ol style="list-style-type: none"> 1. Officers (Estate, Finance, Credit) 2. Managers (Assistant Branch, Sales and Credit, Relationship, I.T.) 3. Accountants 4. Accounting Clerks 5. Analysts (Business and Commercial) 6. Directors (Corporate, Creative) 7. Auditors 	84	73.0
Wholesale and Retail Trade; Repair of Motor Vehicles, Motorcycles and Personal and Household	<ol style="list-style-type: none"> 1. Sales Representatives (Medical, Pharmaceutical and Regular) 2. Technicians (Mobile response technicians and Air Conditioning) 3. Supervisors 4. Cashiers 5. Managers (Retail, Production, Store, 	85	77.3

Industry	Top Five Occupations	Total	Percentage
Goods	Brand) 6. Agents (Purchasing, Concierge) 7. Pharmacists		
Public Administration and Defence Compulsory Social Security	1. Managers (Human Resource, Property and Estate, Senior etc) 2. Officers (Quality Control, Human Resource, Training) 3. Specialists (Application, Labour Market) 4. Consultants 5. Directors 6. Engineers 7. Analysts 8. Assistants 9. Administrators	65	73.9
Electricity, Gas and Water Supply	1. Engineers (Electrical, Mechanical) 2. Technicians (Maintenance) 3. Electricians	38	76
Manufacturing	1. Officers (Food Safety, HR, Inventory) 2. Supervisors 3. Managers (Production, Brand) 4. Accountants 5. Sales workers	27	67
Construction	1. Contractors 2. Managers 3. Engineers 4. Officers 5. Supervisors 6. Accountants 7. Surveyors	30	77
Transport, Storage and Communications	1. Drivers 2. Public Relations Officers 3. Social Media Coordinators 4. Tour Guides 5. Technicians 6. Managers (Logistics, Digital Media) 7. Videographer	27	87
Other Community, Social and Personal Activities	1. Office Attendants 2. Certified Child Caregivers 3. College Watchmen 4. Computer Repairers 5. Photographers 6. Entertainers 7. Gym Instructors 8. Lifeguards 9. Service Assistants	17	100
Agriculture,	1. Farm Supervisors	15	100

Industry	Top Five Occupations	Total	Percentage
Hunting and Forestry & Fishery	2. Agronomists 3. Experienced Landscaper 4. Environmental Officer 5. Project Officer 6. Grounds men		
Mining and Quarrying	1. Technicians 2. Engineers 3. Operators 4. General Manager 5. Surveyor	13	100
Private Households with Employed Persons	-	0	0

Source: Gleaner and Observer newspapers (January 3 to March 27, 2016)

REQUIRED CERTIFICATION AND QUALIFICATION FOR JOB ADVERTISEMENTS

Of the 1,902 vacancies analyzed, 88 per cent specified the required qualifications or certifications for the jobs. Forty four per cent stated a Bachelors or First Degree (**See Table 6**). This level of qualification was mostly required for Teachers, Managers, Engineers, and Nurses, and the “Professionals” and “Managers” Occupational Groups.

Diploma, which accounted for 140 or 8.3 per cent of the required qualification, was the second leading qualification. These qualifications were mainly required for the “Technicians and Associate Professionals” and “Service and Sales Workers”.

Certification within a specific field was also requested. The National Council on Technical and Vocational Education and Training (NCTVET) Certification from Levels I to III were mostly requested for “Sales and Service Workers”. The jobs which required Certificates included Bartenders, Chefs/Cooks, Spa Workers, Housekeepers, Waiters/Waitresses and Air Conditioning Technicians.

Sixty-three percent of the jobs advertised stated requirements of 2 to 3 years working experience. Computer literacy was an important requirement for jobseekers. In addition, it was highly recommended that candidates should be competent in Microsoft Applications and Microsoft Office suite.

Table 6: Qualifications Required

Types of Qualification	Numbers	Percentage
Bachelors Degree	738	43.8
Diploma	140	8.3
CXC, CSEC	105	6.2
Certification	105	6.2
Masters	86	5.1

Types of Qualification	Numbers	Percentage
HEART/NTA	51	3.0
Associate Degree	51	3.0
AAT, CAT,ACCA	49	2.9
Doctor of Medicine	33	1.9
High School	25	1.5
PHD	13	0.8
Other qualification	288	15.1
Unlisted	218	17.3
Total	1,902	100

JOB ADVERTISEMENTS BY PARISH

Kingston and St. Andrew (KSA) received the highest number of job vacancies, totalling 889 or 62 per cent of the jobs advertised. St. James followed with 218 or 12.2 per cent. The lowest number of vacancies was observed in St. Thomas with 2 or 0.1 per cent, followed by Hanover with 4 or 0.2 per cent (See Table 7).

Table 7: Total Job Advertisements by Parish

Parish/Locality	Total Jobs Advertised	Percentages
KSA	889	62.2
St. James	218	12.2
St. Catherine	73	5.2
St. Ann	72	5.0
Westmoreland	64	4.5
St. Elizabeth	28	2.0
Clarendon	25	1.7
Manchester	20	1.4
St. Mary	19	1.3
Trelawny	14	1.0
Hanover	4	0.2
St. Thomas	2	0.1
Total Parish Stated ²	1,430	

Source: Gleaner and Observer newspapers (January 3 to March 27, 2016)

For KSA, Managers including Operations, Brand, Sales, Community, Human Resource, Warehouse and Information Technology Managers were the leading positions advertised, totalling 140 or 15.9

² Positions advertised were available in more than one parishes, hence the overstated figure.

per cent of jobs advertised in the parish. Officers followed with 111 or 12.5 per cent and included Project, Business Development/Relationship, Senior, Finance and Marketing Officers (**See Table 8**).

Table 8: Top Ten Jobs Advertised in KSA

Occupations	Number of Vacancies	Percentages
Managers	140	15.7
Officers	111	12.5
Representatives	55	6.2
Assistants	45	5.1
Supervisors	38	4.3
Clerks	31	3.5
Directors	26	2.9
Specialists	25	2.8
Administrators	21	2.4
Accountants; Executives and Technicians	20	2.3

Source: Gleaner and Observer newspapers (January 3 to March 27, 2016)

- **St. James**

Also leading in this parish were Managers such as Security, Spa, Water Sports, Entertainment, Restaurant and Reservation Managers (**See Table 9**). Workers were mainly required from the “Hotels and Restaurants” industry.

Table 9: Top Ten Jobs Advertised in St. James

Parish	Top Ten Jobs
St. James	<ol style="list-style-type: none"> 1. Managers (Reservation and Restaurant, Water sports etc.) 2. Supervisors (Water sport, Gift shop, etc) 3. Teachers (Biology, Chemistry, Mathematics) 4. Representatives 5. Assistants 6. Chefs 7. Coordinators 8. Officers 9. Nurses 10. Technicians

Source: Gleaner and Observer newspapers (January 3 to March 27, 2016)

- **St. Catherine**

For St. Catherine, 72 advertisements or 5.6 per cent of the total vacancies were recorded for the quarter. Job openings in this parish were mainly for Teachers, followed by Administrative and Store Managers (**See Table 10**).

Table 10: Top Ten Jobs Advertised in St. Catherine

	Top Jobs
St. Catherine	<ol style="list-style-type: none"> 1. Teachers(Chemistry & Spanish) 2. Managers 3. Officers 4. Engineers 5. Technicians 6. Representatives 7. Supervisors 8. Accountants, Secretaries, Principals

Source: Gleaner and Observer newspapers (January 3 to March 27, 2016)

- **St. Ann and Westmoreland**

Officers, including Sports and Policy Advocacy Officers were the top jobs in St. Ann, ahead of Managers. Meanwhile General Managers and Supervisors were the top jobs in Westmoreland (**See Table C**). The majority of positions advertised in this parish were from the “Hotels and Restaurants” industry.

Table 11: Top Jobs in St. Ann and Westmoreland

Top Jobs	
St. Ann	Westmoreland
Officers	Managers
Managers	Supervisors
Representatives	Chefs
Supervisors	Representatives (Customer Service, Sales)
Nurses	Officers
Clerks	Teachers
Chefs	Accounting Clerks

Source: Gleaner and Observer newspapers (January 3 to March 27, 2016)

- **Manchester, Trelawny, Portland, St. Thomas, St. Mary and Hanover**

These parishes recorded only a few vacancies advertisements. However, vacancies for Principals and Teachers were common among all the parishes. Other vacancies included Porters, Senior Clerks, Regional Coordinators, Line Servers and Sales Representatives.

Jobs advertised in other countries

Not many jobs were advertised for countries outside of Jamaica. However, ten (10) were advertised for the United Arab Emirates (UAE). These jobs were from the “Mining and Quarrying industry” and included Senior Technicians and Engineering.

Jobs Advertised by the Electronic Labour Exchange (ELE) Unit

An examination of the jobs available from the ELE for the period revealed that there were 104 vacant positions. “Professionals” was the top occupational group, followed by “Technicians and Associate Professionals”. Sales Personnel was the most frequently advertised job. These included Sales and Customer Service Representatives. Other jobs were posted for Managers, Live-in Helpers, Counsellors and Psychologists.

Fifty per cent of the stated qualifications were Bachelors of Science (BSc) degrees. These were primarily in Computer Science, Human Resource Management and Sociology and Social Work. Kingston was the top recruiting Parish, ahead of Manchester, which was followed by St. James (**See Table 12**).

Table 12: Jobs Advertised by ELE

Parish	Jobs	Numbers
Kingston and St. Andrew	Case Management Coordinator, Psychologist, Finance & Procurement Officer, Grants Manager, Registered Nurse, Finance Clerk, Graphic Designer, Peer Link, Accountant, Systems Administrator, Supervisor, Quality Control Coordinator, Case Management, Administrative, IT Analyst, Nail/ Chain Machine Operator, Targeted Intervention Officer, Project Assistant, Project Implementation Facilitation Officer, Web Designer, Grants Administrator, Support Technician, Systems Analyst, Monitoring & Evaluation Manager, Maintenance Technician, Database Manager, Assistant Manager, Consultancy, Adherence Counsellors, Coach Driver, Bartender,	39

Parish	Jobs	Numbers
Manchester	Junior, Accountant, Design Consultant, Education & Skills Training Officer, Social Market & Behaviour Change Manager, Assets Manager, Human Resource Officer, Monitoring and Evaluation Specialist, Accounts Receivables Officer	
	Days worker, Cleaner, Delivery Bike Rider, Live In Helper, billing clerk, administrative Assistant, Server, Live In Helper, Domestic Worker, Tiler, painter, Store Clerk, Server, Days Worker, Live In Helper, House Keeper, Warehouse Attendant, Sales Representatives, Pastry Shop Manager	19
St. Ann	Adherence Counsellors, Motorway Patrol Officer, Data Entry Officer, Treatment & Care Coordinator, Case Manager, Psychologist, Targeted Intervention Officer	7
St. James	Adherence Counsellors, Call Centre Agent Case Manager, Customs Broker, Dressmaker, Event Planner Supervisor Field Service Technician, Graphic Designer, Head Pharmacist, Housekeeper Live-in Housekeeper, Monitoring & Evaluation Officer, Psychologist Sales Advisor Montego Bay, Sales Agent Sales and Marketing Representatives Sales Associate Sales Driver, Sewing Machine Operator, Treatment & Care Coordinator	20
Westmoreland	Waiter, General Manager, Customer Service Representative	3
St. Elizabeth	Baker, Bartender, Cashier, Chef, Front Desk Clerk, General Nurse, House Keeper Live In Helper, Meat Cutter, Office Clerk Receiving Clerk, Supervisor	12
Clarendon	Live In Helper	1
Hanover	Wedding Sales Manager	1
St. Catherine	Human Resource Officer	1
Not Listed	Recreation Assistant	1
Total		104

Work Permits Approved

This section gives a review of work permits approved by MLSS during the period January 3 to March 27, 2016. It shows the types of positions that were available locally which were filled by work permit applicants. 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 966 and this include both new and renewal applications.

Approximately 55.5 per cent of the work permits granted were to persons in Managerial positions. These include Department Managers in Production, Operation and Marketing. The “Professionals” group was next and included occupations such as Engineers, Lecturers, Architects and Accountants.