



## **National Irrigation Commission Limited**

### **CAREER OPPORTUNITY**

## **BUSINESS SUPPORT OFFICER**

### **Job Summary**

Under the general supervision of the Director of Commercial Operations, the Business Support Officer is responsible for providing general support services aimed at development and implementation of strategies, plans, programmes and initiatives within the Commercial Department to progressively increase and maintain an acceptable customer-base and targeted service area under irrigation.

### **Key Responsibilities include the following:**

- ✦ Contributes to the development and implementation of effective agricultural marketing strategies to expand customer base and service area under irrigation;
- ✦ Updates and maintains the Marketing Plan;
- ✦ Conducts research and drafts proposals and Terms of Reference to target business opportunities;
- ✦ Contributes to the preparation of customized contracts and engagement documents for commercial/industrial customers;
- ✦ Reviews and recommends improvement to existing commercial policies and procedures;
- ✦ Participates in conducting customer engagement forums;
- ✦ Maintains knowledge of the NIC's rates;
- ✦ Prepares monthly reports and other ad hoc reports as required;
- ✦ Provides clear and concise recommendations for addressing anomalies including proposed solutions, timelines and resource requirements;
- ✦ Applies data analytics techniques to customer data to achieve established objectives for more data-driven decision-making.
- ✦ Administers customer surveys and analyses results.

**Required Qualification and Experience:**

- Bachelor's Degree in Agricultural Marketing **OR** Business Administration majoring in Marketing/Information Technology or a related field of study;
- A minimum of five (5) years' working experience with at least two (2) years in a role related to general business services/Marketing/Data Analytics;
- Strong analytical and problem-solving skills;
- Keen attention to detail and ability to identify patterns and discrepancies;
- Excellent communication and presentation skills;
- Ability to work independently and collaboratively as part of a team;
- Familiarity with reporting tools and software.

**Application Requirements:**

We are inviting interested persons who meet these requirements to apply by submitting a cover letter and detailed Resume no later than **April 14, 2025** to.

**The Manager, Human Resources & Industrial Relations**  
**National Irrigation Commission Limited**  
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**Kingston 6**  
Or email: [hr@nicjamaica.com](mailto:hr@nicjamaica.com)