



THE NATIONAL ROAD OPERATING & CONSTRUCTING CO. LTD. (NROCC)

Invites applications from suitably qualified applicants to fill the following vacancy.

Quality Management Systems Officer

The Quality Management Systems (QMS) Officer is responsible for supporting the development, implementation, monitoring, and continual improvement of NROCC's Quality Management System in alignment with ISO 9001:2015 standards. This role ensures that all organizational processes, services, and outputs are executed in compliance with statutory, regulatory, industry, and company requirements. The Officer will provide independent reporting on the performance of the QMS, identify opportunities for improvement, and assist management and staff in embedding a culture of quality and consistency across all departments.

Main Duties & Responsibilities include:

- Contributes to the design, development, and implementation of best-practice capacity planning strategies, policies, processes, and procedures to strengthen operational efficiency and organizational performance.
- Participate in new business initiatives and projects by reviewing, assessing, and communicating their impact on the Quality Management System (QMS), and provide post-implementation monitoring and support.
- Support the development and execution of NROCC's Quality Management Systems strategy, ensuring management arrangements are in place for key milestones and that measurable progress is consistently demonstrated.
- Ensure all in-house systems, processes, and procedures are updated, revised, and modified as necessary to remain compliant with the requirements of external certification and accreditation bodies (e.g., ISO 9001:2015).
- Conduct internal quality audits
- Update and maintain quality documentation and disseminating lessons learned from quality concerns, audits, or performance reviews, ensuring continuous improvement.
- Contribute to the training and sensitization of staff in the application of quality management procedures, standards, and best practices across the organization.
- Prepare Management Review meeting minutes
- Monitor, track, and ensure timely implementation of corrective and preventive actions to address non-conformities and audit findings.
- Conduct periodic risk assessments of departmental and organizational processes, recommending mitigation measures where necessary.
- Perform other related duties consistent with the role and organizational objectives as assigned by supervisor.

Core Competencies:

- Ability to articulate, champion, and ensure delivery of the organizational people strategy within the area of accountability, reinforcing quality and continuous improvement.
- Strong capacity to work collaboratively, negotiate, and engage with key internal and external stakeholders to facilitate compliance with NROCC's Quality Management System (QMS) and strategic objectives.
- Proven ability to liaise and maintain effective communication with cross-functional departments, external partners, customers, suppliers, regulators, and service providers.
- Excellent communication, facilitation, and presentation skills, particularly in relation to quality assurance, audit findings, and risk management issues.
- Demonstrated ability to work effectively with all levels of management, providing professional guidance and influencing decision-making where required.
- Thorough knowledge and practical application of ISO 9001:2015 standards and a sound understanding of ISO 31000 principles for risk management.

Working Conditions

- The role is primarily office-based, with standard working hours; however, the post holder may occasionally be required to work outside of normal hours to meet critical deadlines, audits, or certification requirements.
- The position requires interaction with internal staff at all levels, external regulators, certification bodies, contractors, and other stakeholders.
- Occasional travel may be required to attend site visits, stakeholder meetings, or training sessions.



Minimum Required Education and Experience:

- Bachelor's Degree in Social Sciences or any other relevant field, from an accredited University.
- ISO 9001 certification would be advantageous
- Three (3) years in Quality Management
- Excellent problem-solving abilities and attention to detail.

Your application letter with a detailed resume should be sent no later than **October 15, 2025**, to:

Corporate Services Manager
National Road Operating & Constructing Company Ltd.
Development Bank of Jamaica Building
11a-15 Oxford Road, Kingston 5

Or emailed to: careers@h2kjamaica.com.jm Include the *Position* you are applying for in the subject line.

NB: We thank all applicants for their interest, but only short-listed candidates will be contacted.