



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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### **CIRCULAR No. 96** **OSC Ref. C.6210/S5<sup>18</sup>**

8<sup>th</sup> May, 2020

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to fill the following **vacant** posts in the **Ministry of Foreign Affairs and Foreign Trade**:

1. **Secretary 2 (OPS/SS 2) – (2 posts)**, salary range \$751,183 - \$892,921 per annum and any allowance(s) attached to the post. **(See Page 1)**
2. **Telephone Operator (OPS/TO 2)** in the **Administration and Office Management Unit, Ministry of Foreign Affairs and Foreign Trade**, salary range \$625,087 – \$743,032 per annum and any allowance(s) attached to the post. **(See Page 2)**

### **1. Secretary 2 (OPS/SS 2) – Bilateral Relations Department and Finance and Accounts Unit**

#### **Job Purpose**

The Secretary (OPS/SS 2) is responsible for providing secretarial and administrative support to the Assistant Director.

#### **Key Responsibilities**

- Types letters, memoranda, telegrams and circulars from transcribed dictation notes, written drafts or clean copy. Proof reads typed material for errors and submits work for review;
- Types reports, speeches, briefs, papers, charts and tables from written draft or clean copy. Proof reads typed material for errors and submits work for review;
- Makes photocopies and collates documents as required;
- Assists with the recording of incoming correspondence, files and documents;
- Distributes processed correspondence to staff as directed;
- Assists with the maintenance of the Department's filing system;
- Researches files as directed to extract information required for replies to correspondence and for meetings;
- Keeps a record of scheduled appointments for the Head of Unit in a diary and reminds supervisor of same;
- Screens telephone calls and visitors to the Assistant Director. Provides replies to routine queries. Determines which requests should be handled by the supervisor, appropriate staff member or other officers;
- Provides typing services to other staff of the Unit;
- Performs any other duties assigned from time to time.

#### **Required Knowledge, Skills and Competencies**

- Organizational awareness - general knowledge of the role and functions of the Ministry
- Knowledge of modern office processes and procedures
- Knowledge of computer applications
- Ability to work on own initiative
- Good oral and written communication skills
- Good customer service skills
- Knowledge of telephone techniques

### **Minimum Required Qualification and Experience**

- CXC or GCE 'O' Level English Language or equivalent with proficiency in typewriting at a speed of 40-45 words per minute; successful completion of the prescribed Office Professional Training Course at the Management Institute for National Development (MIND);
- OR**
- CXC or GCE 'O' Level English Language with proficiency in typewriting at a speed of 40-45 words per minute and training in word processing and spreadsheet applications. Graduated from an accredited Secretarial School with at least three (3) years' experience in the field.
  - At this level, Shorthand at a speed of 80-100 words per minute would be an asset.

## **2. Telephone Operator (OPS/TO 2)**

### **Job Purpose**

Under the direct supervision of the Office Manager, the incumbent has responsibility for the operation of the PBX Electronic/Digital Switchboard at the Head Office. The incumbent is also responsible for providing efficient and timely telephone services to the staff of the Ministry and the general public.

### **Key Responsibilities**

- Places and receives local and long distance telephone calls through the Switchboard and connects calls to appropriate extensions. Makes contact with Jamaica's Diplomatic Missions and Consulates overseas on a regular basis;
- Deals with routine queries for information from the public;
- Screens incoming calls from persons requesting classified information. Consults with supervisor, if necessary, before routing calls to the appropriate officer;
- Screens calls for the Minister, Permanent Secretary, Under Secretaries and other officers in the Ministry;
- Provides alternative routing for urgent calls, if appropriate officer is not available;
- Files Telephone Authorization Slips. Checks telephone bills to ensure that long distance calls placed have been authorized and noted in the Telephone Register and to ensure that charges for the various calls are registered;
- Certifies telephone bills for payment by verifying actual (local and overseas) calls recorded on the Ministry's trunk lines;
- Responds as required to any audit query that might arise in relation to telephone calls;
- Assists in the preparation and maintenance of an Internal Directory of Switchboard extensions;
- Reports technical faulty extensions and telephone lines to the relevant authorities. Ensures that follow-up action is taken to repair reported technical faults;
- Performs any other duties assigned from time to time.

### **Required Knowledge, Skills and Competencies**

- Organizational awareness - basic knowledge of the Ministry's programmes and responsibilities
- Good working knowledge of the operation of a PBX electronic/digital system
- Good working knowledge of telephone techniques
- Strong customer service orientation
- Good interpersonal skills. Incumbent should be pleasant, courteous and patient.
- Good speech and voice modulation. A clear, pleasing voice and good hearing are important
- Good listening skills
- Good eye-hand co-ordination and manual dexterity
- Ability to work under pressure
- Good reading, spelling and arithmetic skills

### **Minimum Required Qualification and Experience**

- School Leaving Certificate. Passes in four (4) CXC subjects including English Language or equivalent;
- Training in the use of the PBX Electronic/Digital Switchboard;
- Certificate in Telephone Techniques;
- Previous working experience as a telephone operator would be an asset.

### **Special Conditions Associated with the Job**

- The job of a Telephone Operator requires little physical exertion. During peak calling periods, however, the pace at the switchboard may be hectic. An Operator's work is generally quite repetitive and the Operator must sit for long periods.

Applications accompanied by résumés should be submitted **no later than Thursday, 21<sup>st</sup> May, 2020 to:**

**Senior Director  
Human Resource Management and Development  
Ministry of Foreign Affairs and Foreign Trade  
21 Dominica Drive  
Kingston 5**

**E-mail: hrmassistant@mfaft.gov.jm**

**Please note that only shortlisted applicants will be contacted.**

**Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.**

  
**Merle I. Tam (Mrs.)  
for Chief Personnel Officer**