



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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10th September, 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 **Post and Telecommunications Department**:

1. **Western Regional Co-ordinator (GMG/SEG 3)**, salary range \$2,453,125 - \$2,915,995 per annum and any allowance(s) attached to the post.
2. **Regional Manager (PTO/PMA 6)** (Savannalamar), salary range \$1,725,427 - \$2,050,991 per annum and any allowance(s) attached to the post.
3. **Inspector (PTO/PMA 2)**, salary range \$883,459 - \$1,050,155 per annum and any allowance(s) attached to the post.
4. **Secretary (OPS/SS 2), (2 Posts) (Black River and Port Antonio)**, salary range \$751,183 - \$892,921 per annum and any allowance(s) attached to the post.

1. Western Regional Co-ordinator (GMG/SEG 3)

Job Purpose

Under the direct supervision of the Director Regional Divisions, the Regional Coordinator provides technical, administrative and management support to the Director Regional Divisions in Post Office Management and Operations, with specific responsible for the supervision of the Western/Eastern Regions.

Key Responsibilities

Management and Administrative

- Advises and makes recommendations to the Director Regional Divisions on postal operation;
- Participates in the Strategic Planning and Operational Plans development and implementation of the Department;
- Directs and coordinates the activities of the Western/Eastern Regions;
- Monitors the performance of Post Offices and the Customer Service Unit in collaboration with the Regional Managers and Senior Customer Relations Officer respectively to ensure compliance to regulations and to determine the quality of the service being offered;
- Assists with the development of the Postal Operation Management (POM) Sub- Division Operational Plan and cooperates with direct reports in developing Individual Work Plans;
- Liaises with Members of Parliament in relation to Post Offices and Agencies in their constituency;
- Visits Post Offices in Regions assigned to provide managerial and technical support and to streamline activities;
- Attends Departmental meetings and reports on Western/Eastern Regions activities and provide feedback to Regional Managers;
- Convenes meetings with Senior Officers in the Western/Eastern Regions to ensure effective and efficient management in Post Offices;
- Examines and approves travel Itineraries and certify travel claims for officers under supervision;
- Keeps abreast with trends and best practices in Postal Management and Operations;
- Represents the Department at forums, conferences, meetings and seminars, disseminate information/knowledge gained to staff and senior managers and implement change where necessary;

Technical/Professional

- Provides leadership and directions within the Western/Eastern Regions to ensure organizational standards and policies are maintained and followed;
- Provides guidance to the Western/Eastern Regions staff in the implementation of all postal and commercial service operations;
- Ensures that regional programme development and impact reporting is achieved throughout the Branch in a timely manner;
- Assists with the development of the Branch's Budget;
- Assists with the development, implementation and review of the Post Office Standard Operation Procedural Manual and ensure compliance with stipulated guidelines;
- Participates in on-going quality assurance audits to ensure efficient and effective delivery of Postal and Commercial Services;
- Conducts surprise and routine inspections of all postal operations in the Western/Eastern Regions to ensure compliance to the financial and postal regulations;
- Assists with the implementation of strategies to monitor local mail delivery;
- Conducts strategic and regional assessment, to review regional development and implementation of system of controls in all areas of the business, and to ensure alignment and achievement of objectives;
- Formulates and recommend changes to operation, reports and reporting infrastructure to enhance capabilities and efficiency;
- Assists with the reviewing of audit reports submitted by Regional Managers and provide feedback, guidance, support and recommendations;
- Receives, process, investigates and responds to correspondence on postal activities falling under purview;
- Reviews and confirms financial data on Western/Eastern Regions Post Offices; analyzes and makes recommendations;
- Facilitates and seek continuous dialogue with business partners to get donations to assist with annual World Post Day activities and create a network alliance;
- Provides support to training Development on operational areas;
- Provides support in the monitoring and assessment of customer satisfaction;
- Provides support in identifying business trends and key performance indicators to support objectives and Branch strategies;
- Assists Regional Managers with on the job training for Postmasters;
- Assists with planning and executing the local and major World Post Day activities annually;
- Assists with the continuous review of postal delivery;
- Manages escalated customer queries;
- Collects, collates and safeguards information, data, evidence, in all its various forms and disseminate to relevant authority;
- Proactively, reactively initiate investigations solely and or cooperatively into breaches of, but not limited to, the State's, Government's and the Department's various rules and regulations, FAA Act, illegal activities and misuse within the nation's Postal System
- Performs any other related duties assigned by Supervisor.

Required Knowledge, Skills and Competencies

- Knowledge of UPU Security Standards
- Knowledge of Post Office Act (1941)
- Knowledge of the FAA Act
- Knowledge of the Postal Industry and its Operations
- Knowledge of the Government/Department's policies and procedure
- Knowledge of the Staff Orders
- Knowledge of the Public Service Regulations
- Knowledge of Budget Preparation
- Knowledge of Occupational Safety & Health
- Adaptability
- Excellent oral and written communication skills
- Analytical and critical thinking skills
- Planning and organizational skills
- Problem solving and decision making skills
- Interpersonal skills
- Team building skills
- Strong leadership skills
- Managing external relationships
- Customer and quality focus

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Public Administration/Management Studies, Business Administration or equivalent
- Five (5) years' work experience, three (3) of which should be at the management level

Special Condition Associated with the Job

- Extensive traveling in the Western Section of the Island
- High risk environment
- Exposure to criminal activities with local, regional and international reach

2. Regional Manager (PTO/PMA 6)

Job Purpose

Under the direct supervision of the Western Regional Coordinator, the Regional Manager oversees (to conducts investigations, department enquiries, internal audits in) all prime Post Offices and Postal Agencies locations within the Region, ensuring that the policies and standards are maintained and that objectives of the Region are in alignment with the overall objectives of the Department.

The incumbent also processes mail contractors and monitors the transportation of mail within the Region.

Key Responsibilities

Management/Administrative

- Advises and makes recommendations to the Regional Coordinator on postal operation;
- Participates in the Strategic Planning and Operational Plans for the Department;
- Directs and coordinates the Regional activities;
- Collaborates with direct reports to prepare Individual and Unit Work Plans for signing and submission;
- Assists with the development of the POMB Operational Plan and cooperates with direct reports in developing Individual Work Plans;
- Liaises with Members of Parliament in relation to Post Office and Agencies in their constituency;
- Visits Post Offices within the Region to provide managerial support and to streamline activities;
- Monitors the performance of Post Offices in the Region to ensure compliance to regulations and to determine the quality of the service being offered;
- Attends departmental meetings and reports on Regional activities and provide feedback to Branch Managers;
- Convenes meetings with Senior Officers in the Region to ensure effective and efficient management in Post Offices;
- Certifies travel claims for officers under supervision;
- Keeps abreast with trends and best practices in Postal Management and Operations;
- Represents the Department at forums, conferences, meetings and seminars, disseminate information/knowledge gained to staff and senior managers and implement change where necessary.

Technical/Professional

- Provides leadership and direction within the Region to ensure organizational standards and policies are maintained and followed;
- Develops regional programmes aimed at promoting postal services and client and community integration and development;
- Assists with the development, implementations and reviews of the Post Office Standard Operation Procedural Manual and ensure compliance with stipulated guidelines;
- Provides guidance to the Region in the implementation of all postal and commercial service operations;
- Conducts surprise and routine assessments(audits) of Post Offices and Postal Agencies, which include the review/examination and/or reconciliation of:

- Cash and Stock
- Records and Bank Lodgments
- Daily Sales Records
- Postage and National Insurance Scheme (NIS) Stamp Stock and Postal Orders
- Value and General Receipt Books
- Deposit, Revenue and Commercial Cash Books
- Import Duty, GCT Customs Clearance Fee, Environmental Levy, Customs User, Administrative and Storage Fees
- Registered Letters and Parcels
- Inventory of Records
- Conducts periodic checks of mail van to ensure compliance with Road Traffic Act;
- Recommends and implements rationalization of the Post Office Network to ensure efficiency and effectiveness in mail delivery;
- Implements systems of control for revenue collected, cash disbursed and security of cash, staff and facilities;
- Monitors the request for Imprest cash;
- Assists with the implementation of strategies to monitor local mail delivery;
- Receives, process, investigates and responds to correspondence on postal activities falling under purview;
- Participates in preparation of World Post Day activities;
- Provides support to training development on operational areas;
- Provides support in the monitoring and assessment of customer satisfaction;
- Remits excess cash and sends to Miscellaneous Revenue Account;
- Ensures that shortages are made good immediately;
- Ensures that all Vaults are embedded as instructed by the FAA Act;
- Assesses the collection of revenue for Private Letter Boxes and operations;
- Assists with the continuous review of Postmen districts;
- Collects, collates and safeguards information, data, evidence, in all its various forms and disseminate to relevant authority;
- Proactively, reactively initiate investigations solely and or cooperatively into breaches of, but not limited to, the State's, Government's and the Department's various rules and regulations, FAA Act, illegal activities and misuse within the nation's Postal System;
- Performs any other related duties assigned.

Required Knowledge, Skills and Competencies

- Knowledge of UPU Standards
- Knowledge of Post Office Act (1941)
- Analytical and critical thinking skills
- Knowledge of the Postal Industry and its Operations
- Knowledge of the Government/Department's policies and procedure
- Knowledge of the FAA Act
- Knowledge of the Staff Orders
- Knowledge of the Public Service Regulations
- Good problem solving & decision making skills
- Good records management skills
- Good use of initiative
- Adaptability
- Good oral and written communication skills
- Good analytical and critical thinking skills
- Good planning and organizational skills
- Teamwork and cooperation
- Strong leadership skills
- Managing external relationships
- Customer and quality focus
- Good interpersonal skills

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Public Administration/Management Studies, Business Administration or equivalent
- Three (3) years' work experience, one (1) of which should be at the management level
- Four (4) years related experience, with at least two (2) years in an Application Development role.

Special Condition Associated with the Job

- Extensive traveling within the parishes of Westmoreland and Hanover
- High Risk Environment
- Exposure to criminal activities with local, regional and international reach

3. Inspector (PTO/PMA 2)

Job Purpose

Under the direct supervision of the Operations Managers- Letter, the Inspector is responsible for the overall management of the Zip Mail Hub, ensuring that mail items are processed and dispatched effectively and efficiently.

Key Responsibilities

- Deploys staff to meet changing work flow;
- Ensures mail transfer procedures are maintained;
- Examines Balance Sheets at the end of each shift for discrepancies;
- Ensures that all Zip Mail received are updated on JM tracker;
- Ensures that office of origin are notified as it relates to any discrepancies;
- Reports irregularities to Zip Mail Coordinator;
- Prepares monthly reports on Zip Mail Hub performance;
- Liaises with customers, Regional Managers and Branch Managers regarding Zip Mail deliveries
- Ensures that security seals are signed for and properly recorded;
- Ensures that delivery slips are updated timely and filed accordingly;
- Ensures that mail are physically handed over from one officer to another and signatures are obtained;
- Ensures the balance sheets are balanced at the end of each shift;
- Performs any other related duties delegated by the supervisor.

Technical/ Professional

- Verifies mail to ensure accuracy before bags are sealed;
- Submits monthly statistical reports to Operations Manager;
- Submits reports to Operations Manager and Security Unit regarding mail irregularities;
- Repairs damage mail, affix bad condition/tape rubber stamp and initial;
- Ensures that seal numbers and Zip Mail being handed over from one shift to the next are recorded;
- Ensures that Zip Mail bags including on-hand bags are delivered to supervisor in Main Register Section to be secured in Vault;
- Collects, collates and safeguard information, data, evidence in all its various form and disseminate to those authorized on a need to have, know basis.

Required Knowledge, Skills and Competencies

- Good oral and written communications skills
- Good planning and organizational skills
- Good Interpersonal skills
- Good leadership skills
- Good team building skills
- Good customer service skills
- Good use of Initiative
- Good problem solving and decision making skills
- Good records management skills
- Knowledge of UPU Standards
- Knowledge of the relevant regulations, policies and procedures governing the organization

Minimum Required Qualification and Experience

- Certificate/Diploma in Public Administration/Management Studies, Business Administration or equivalent in Business Administration or related field
- Certificate in Customer Service

- Certificate in Supervisory Management
- Two (2) years' work experience
- Proficiency in Microsoft Office Suite

Special Condition Associated With the Job

- Work on a shift system
- High risk environment
- Exposure to criminal activities with local, regional and international reach

4. Secretary (OPS/SS 2)

Job Purpose

Under the direct supervision of the Regional Manager, the Secretary 2 (OPS/SS 2) is responsible for providing secretarial and administrative support to ensure the effective and efficient operations of the Unit/Section.

Key Responsibilities

Management/Administration

- Collaborates with supervisor in the development of Individual Work Plan.

Professional/ Technical

- Types letters, memoranda, reports and other documents from hand written notes and drafts for the Regional Manager;
- Receives, opens, sorts, records and dispatch incoming mail/ correspondence;
- Maintains records of correspondences sent to /received from other Departments;
- Proof reads, verifies and reviews materials, records and reports for accuracy and completeness;
- Records and prepares Minutes for meetings;
- Researches and compiles information as required by Regional Manager;
- Receives telephone calls, records message and makes contact with internal personnel to obtain and or disseminate information within scope of authority;
- Maintains an efficient records management system;
- Maintains calendar of activities, meetings and various events for the Regional Manager;
- Dispatches forms for completion on a monthly basis to Post Offices in a timely manner;
- Collates mail statistics from Post Offices and submit to Mail Planning for monthly statistical report;
- Completes monthly Regional reports.
- Maintains records of Branch Managers' E1 Cards, leave application forms and advice resumption of all staff members;
- Assists in arranging staff meetings or any other meetings on direction of the Regional Manager
- Performs any other related duties which may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Ability to work on own initiative
- Good oral and written communication skills
- Excellent time management skill
- Planning and organizational skills
- Proficient in the relevant computer application
- Possess a working knowledge of office equipment, eg., fax and photocopier machine
- Sound knowledge of office procedures
- Good records management Skills
- Working knowledge of the operation of Government/ Department policies and procedure
- Knowledge of the relevant regulations, policies and procedures governing the organization

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.

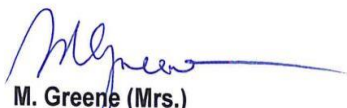
Applications accompanied by Résumés should be submitted **no later than Wednesday, 23rd September, 2020 to:**

Director Human Resource Management and Development
Post and Telecommunications Department
6 – 10 South Camp Road
Kingston

Email: hrunit@jamaicapost.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.



M. Greene (Mrs.)
for Chief Personnel Officer (acting)