



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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CIRCULAR No. 30
OSC Ref. C.4515/S3

26th January, 2021

Permanent Secretaries, Heads of Department and Chief Executive Officers are asked to invite applications from suitably qualified officers in their Ministries/Departments/Agencies to be assigned to the post of **Telephone Operator (OPS/TO 1) – (Not Vacant)** in the **Human Resource Management and Administration Unit, Court Administration Division**, salary range \$593,728 - \$705,756 per annum and any allowance(s) attached to the post.

Job Purpose

Under the direction of the Office Manager, the incumbent operates the switchboard and obtain information for general public, customers, visitors and other interested parties. He/she will provide information regarding activities conducted at establishment, location of Departments, offices and employees within organization.

Key Responsibilities

- Operates the Switchboard and places, screens, and routes calls in accordance with guidelines given;
- Takes and records messages for the Authority's personnel;
- Answers routine customer enquiries;
- Receives customers and visitors and directs them to the appropriate Sections and personnel;
- Maintains a record of all long distance calls in accordance with the Authority's policies and procedures;
- Prepares and updates the Authority's internal directory;
- Performs other related functions assigned from time to time.

Required Knowledge, Skills and Competencies

Technical:

- Working knowledge of the relevant computer software applications

Core:

- Excellent oral and written communication skills
- Good interpersonal relations and customer service skills
- Telephone etiquette
- Keen eye for details

Minimum Required Qualification and Experience

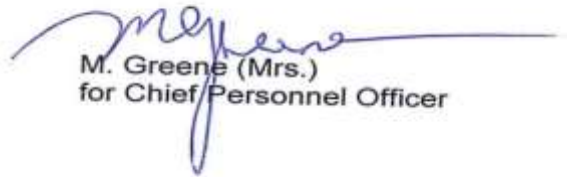
- Four (4) CXC/GCE Subjects, including English Language;
- Certificate in Switchboard Operation.

Applications accompanied by résumés should be submitted **no later than Monday, 8th February, 2021 to:**

**Senior Director
Human Resource Management and Administration
Court Administration Division
The Towers
25 Dominica Drive
Kingston 5**

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