



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
30 NATIONAL HEROES CIRCLE, KINGSTON 4
JAMAICA, WEST INDIES
TEL: 876-922-8600
FAX: 876-924-9764
EMAIL: communications@osc.gov.jm
WEBSITE: www.osc.gov.jm

CIRCULAR No. 174
OSC Ref. C. 6222⁹

28th May, 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 fill/be assigned to the following posts in the **Post and Telecommunication Department**:

1. **Director, Administration (GMG/SEG 2) – Not Vacant** – salary range \$2,023,418 - \$2,405,208 per annum and any allowance(s) attached to the post.
2. **Systems Support Co-ordinator (MIS/IT 4) – Vacant** - salary range \$1,644,447- \$1,964,731 per annum and any allowance(s) attached to the post.
3. **Administrative Secretary (PTO/PMA 4) – Vacant** - salary range \$1,233,648 - \$1,466,420 per annum and any allowance(s) attached to the post.

1. Director, Administration (GMG/SEG 2)

Job Purpose

The Director, Administration is responsible for the efficient management of office services within the Department ensuring the effective management of Transportation and that General Office Infrastructures and services are optimally managed in keeping with stipulated guidelines and regulations.

Key Responsibilities

Management and Administrative

- Contributes to the development and implementation of the Division's Business/Strategic and Operational Plans and Budget;
- Plans, directs and monitors the work of the Administration Branch by developing its Operational and Unit Plans and Budget and ensuring that direct reports' Individual Work Plans are prepared;
- Develops Individual Work Plan;
- Manages the daily operations of the Administration Branch to consistently provide a high level of service to clients;
- Prepares and submits activity/performance and other reports as directed;
- Represents the Department at meetings/conferences and other fora as directed and disseminate information/knowledge gained to Staff and implements changes where necessary;
- Provides guidance/advice to the Postmaster General, Senior Director, HRMA and other personnel on matters under their purview;
- Provides leadership and direction to ensure organizational standards and policies are maintained and followed;
- Leads in the formulation of overarching strategies and procedures regarding Office Services, Transportation and Records and Information Management in keeping with Government policies and guidelines;
- Recommends policy changes and develops and maintains Standard Operating Procedures to improve operational efficiency.

Technical/Professional

- Investigates and responds to audit queries emanating from the Internal Audit Unit and the Auditor General's Department on matters involving activities of the Administration Branch;
- Institutes corrective action resulting from investigations into audit queries and constantly review Operational Systems to ensure they are effective, efficient and in accordance with

the required policies and guidelines.

Office Services

- Provides and maintains, in collaboration with the Building Repairs and Maintenance Branch, suitable, safe and secure office accommodation for all staff members;
- Develops and manages an effective Asset Management Programme inclusive of reviewing valuation and insurance of the Department's assets to ensure they are in keeping with the GoJ's policies/guidelines;
- Oversees the development and maintenance of an Inventory System for all office furniture, equipment and supplies island wide;
- Liaises with Board of Survey in the management of the Department's assets as appropriate;
- Co-ordinates the storage and disposal of obsolete office furniture, equipment and supplies;
- Oversees the management and maintenance of an adequate central store of materials and supplies and monitors to ensure maintenance of efficient systems for the request and supply of materials adhering to internal control measures;
- Liaises with Divisional/Branch/Unit Heads regarding the purchase of office supplies, furniture and equipment or to arrange for repairs to be effected to eliminate double and or unnecessary purchasing, ensuring procurement of these items in the most efficient and economic manner;
- Ensures the implementation of an effective Equipment Maintenance Programme ensuring they are kept in good working condition and avoid/minimize incidence of downtime;
- Certifies bills for offices supplies and other services and submits to Senior Director, HRMA for approval;
- Develops and implements, in collaboration with the Security Unit, a system to safeguard office equipment, furniture and records in the event of natural disasters;
- Co-ordinates ancillary/janitorial services at the Corporate Offices;
- Oversees the making of photocopies and paper shredding services for the Department;
- Manages effective Sanitary Services for the Department through contractual arrangements;
- Assists in negotiating purchasing and credit agreements and service contracts;
- Keeps abreast of price movements, technological improvement and changes to ensure the orders of supplies in the most efficient and economical manner;
- Conducts site visits and ensures the co-ordination and distribution of items procured;
- Participates in the development and implementation of energy conservation strategies and initiatives throughout the Department to contain consumption and hence realize savings.

Records and Information Management

- Leads in the development and administration of a decentralized Corporate Records and Information Management Programme;
- Analyses and appraises the status of Record keeping and Documentation in the Department and develops and oversees the implementation of modern, professional and technical standards;
- Ensures compliance with documentation needs through client research collaboration and assigns resources accordingly;
- Ensures adherence to legal requirements which affect the management of information and records for the Organization;
- Oversees the development and maintenance of Internal Mail Management Systems;
- Ensures that the appropriate systems and procedures are in place to respond to access to information requests in accordance with the Access to Information Legislation and Policies;
- Ensures the planning and designing of an effective Vital Records Protection and Disaster Recovery Programme for the Department.

Transport Management

- Initiates and responds to correspondence concerning Fleet Management;
- Monitors the proper use of the Advance Card System;
- Analyses and verifies Petrol and Lubricant Statements from gas stations and bi-monthly gas bills;
- Checks periodically for the validity of Motor Vehicle Insurance, Certificate of Registration and Fitness, and also fleet Drivers' Licences;
- Ensures that Log books for motor vehicles are maintained on a daily basis;

- Manages the maintenance of all the Department's motor vehicles by preparing the relevant requests and dispatching vehicles to approved garages for servicing;
- Liaises with the National Works Agency regarding the pre and post inspection processes for the Department's fleet vehicles;
- Reconciles receipts with statements for motor vehicle repairs;
- Co-ordinates transportation for the delivery of all mail and other items leaving the Department; and the pick-up and drop-off of scheduled staff from and to prescribed destinations;
- Ensures safe parking of vehicles;
- Arranges for re-training and re-certification of Drivers assigned to the Department;
- Maintains an inventory of motor vehicles and their operational costs;
- Prepares and submits the Department's Motor Vehicle Efficiency Report to the Ministry of Finance and the Public Service (MOFPS) on a quarterly basis;
- Requests Board of Survey for the disposal of obsolete and redundant motor vehicles from the main inventory;
- Liaises with the Department's Public Procurement Unit and Motor Vehicle Dealers to arrange for the purchasing of new motor vehicles;
- Maintains Duty Roster of Drivers;
- Prepares Minutes to the Finance and Accounts Division for payments of transportation services rendered;
- Visits accident sites, prepares reports and communicates to the relevant officer in accordance with existing regulations/policies, and follow-up on such report(s) (investigation);
- Performs any other related duties assigned.

Required Knowledge, Skills and Competencies

- Contributes to the development of the Department's Citizen Charter and monitors the compliance of standards regarding the portfolio areas; and
- The Public Service Regulations, Staff Orders for the Public Service, The Financial Administration and Audit Act - Financial Instructions, Government of Jamaica Revised Comprehensive Motor Vehicle Policy for the Public Sector, Public Procurement Act, Government of Jamaica Comprehensive Asset Management Policy for the Public Sector, Government of Jamaica Records and Information Management Policy, The Archives Act and other GoJ policies that guides the administration of office services;
- GoJ's Budget Management process;
- UPU Security Standards;
- Postal Industry and its Operations;
- Prices which affect petroleum products locally and internationally, in order to establish and maintain the consumption of fuel of motor vehicles.
- Good leadership and change management skills
- Excellent interpersonal skills
- Excellent oral and written communication skills
- Excellent planning and organizing skills
- Excellent problem solving and decision making skills

Minimum Required Qualification and Experience

- First Degree in Management Studies, Business Administration, Public Administration or related discipline from a recognized tertiary institution; **plus**
- A minimum of four (4) years related experience, two (2) of which should be at the managerial level, preferably in the public sector, in an organization of similar size and complexity;
- Two (2) years' experience working in fleet/transportation management; and
- Training in Records and Information Management would be an asset.

2. Systems Support Co-ordinator (MIS/IT 4)

Job Purpose

Under the direction of the Systems Administrator, the incumbent will provide effective support to the network as well as Database Application, and ensure that the Department's employees are adequately prepared to operate the systems.

Key Responsibilities

Management and Administrative

- Prepares the Unit and Individual Plans in collaboration with Supervisor;
- Prepares and signs Individual Work Plans in collaboration with direct report;
- Attends meetings and events as required by the Unit/Department/Ministry;
- Provides technical support for Department's in-house and external activities, such as conferences, seminars, workshops, World Post Week and EXPOs as required;
- Supervises the performance of all direct reports;
- Keeps abreast of and new releases of software for the benefit of the Department's Information Technology needs.

Technical/Professional

- Assists in conducting Risk Assessments to identify user vulnerabilities and makes recommendations to System Administrator;
- Assists in the monitoring of network and its component to prevent illegal or dangerous activities that could compromise the network;
- Administers in-house IT training of staff island-wide;
- Provides end-user support to staff island-wide;
- Communicates technical problems and proposes solutions through the Systems Administrator and other relevant Senior Staff;
- Installs and configures computers and printers for individual computers and/or for use on the network as required;
- Provides database maintenance and administration by making updates, repairs and/or enhancements, as needed;
- Manages the process of installation, configuration, maintenance and security for database within the Department;
- Installs and updates the database server and application tools;
- Allocates system storage and plans for future storage requirements for the database system;
- Creates and modifies primary database storage structure after Application Developers have designed an application;
- Enrolls user and maintains system security;
- Ensures compliance with the Database License Agreement by controlling and monitoring user access to the database;
- Monitors and optimizes the performance of the database to pre-empt occurrence of problems;
- Performs programming tasks using programming languages based on the Department's software policies and procedures;
- Maintains archived data for Database Applications;
- Ensures that backing up plans for recovery of database information are completed;
- Maintains contact with database software vendors and/or resellers of technical support;
- Has direct responsibilities with liaising with the HRMIS Officer in protecting and maintaining the system;
- Serves as the first point of contact for routine computer maintenance, including replacement of toner cartridges in printers, etc;
- Performs any other related duties assigned.

Required Knowledge, Skills and Competencies

Technical Skills:

- Expert knowledge of Departmental procedures, management principles and administration in public sector
- Comprehensive knowledge of conditions of service, policies and practices and established standards.
- Comprehensive knowledge of computerized management information systems and relevant computer applications
- Knowledge of network operations systems
- Excellent knowledge of PC repair techniques
- Oral and written communication skills
- Analytical and critical thinking skills
- Planning and organizational skills
- Problem solving and decision making skills
- Teamwork and co-operation
- Interpersonal skills

- Initiative
- Integrity

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Information Technology or Computer Science or its equivalent from an accredited tertiary institution with two (2) years related experience in the field.

OR

- Diploma in Computer Science or its equivalent from an accredited Institution with two – three (2-3) years' experience in a related field.

OR

- Certificate in Computer Science with four – five (4-5) years' experience in a related field with two (2) years at a supervisory level;
- Certification in Networking and A+ or its equivalent from an accredited tertiary institution.

Special Conditions Associated with the Job

- Unpredictable extended working hours.
- Extended sensory exposure to CRT rays.
- Multitasking.
- Extensive traveling island wide.
- Exposure to shocks, dust and sharp instruments

3. Administrative Secretary (PTO/PMA 4)

Job Purpose

Under the general direction of the Business Development Manager, the incumbent is required to manage, organize, monitor and execute administrative duties/functions pertaining to the operations of the Office.

Key Responsibilities

Management/Administrative

- Collaborates with Supervisor in the preparation of Individual Work Plan for signing and submission;
- Participates in the Strategic Assessment, to review divisional development and implementation of system of controls in all areas of the business, and to ensure alignment and achievement of objectives.

Technical/Professional

- Types, formats, edits, revises, proofreads, and processes a variety of documents and forms including general correspondence, notices, reports, applications, permits, memos, agreements, statistical charts and other documents from rough draft or verbal instructions;
- Composes routine correspondence; copy, disseminate, and post documents and information as appropriate;
- Provides information related to specific programme area of assignment;
- Compiles, prepares, and enters data into a computer from various sources including accounting, statistical, and related documents;
- Creates and maintains Computer Based System for tracking information and reports including assigned databases, records, and lists; input corrections and updates;
- Assists in the compilation of reports;
- Maintains accurate and up-to-date office files and records for assigned areas;
- Prepares regular and periodic Statistical Reports;
- Monitors inventories of supplies and materials; prepares purchase requisitions and requests for payment;

- Maintains calendar of activities, meetings, and various events for the Business Development Manager;
- Schedules and organizes meetings for the Business Development Manager;
- Co-ordinates meeting with existing clients to inform them about new developments in the Department's products such as counter automation and Online Shop;
- Serves as Recording Secretary for meetings hosted by PostCorp;
- Processes correspondence including receiving, sorting, time-stamping, logging, and distributing incoming and outgoing correspondence and packages;
- Provides support in the monitoring and assessment of customer satisfaction;
- Provides support in identifying business trends and key performance indicators to support objectives and strategies;
- Monitors compliance of payment timeline for group accounts;
- Reviews and dispatches all corporate clients statements;
- Monitors the Billing System on a daily basis;
- Reconciles Corporate Accounts and submits report to the Senior Director of Finance;
- Prepares invoices for non-deposit customers;
- Monitors and records cheques, cash and direct deposits and reports any significant trends;
- Remits funds to Postage meter in accordance with Standard Operating Procedure for Franking Services;
- Prepares monthly, quarterly and Annual Reports
- Performs any other related duties assigned

Required Knowledge, Skills and Competencies

- Knowledge of Government of Jamaica Records management System
- Knowledge of Office Administration and Practices
- Knowledge of Government Department's policies and procedure
- Customer and quality focus
- Good oral and written communication skills
- Good Planning and Organizational skills
- Good Interpersonal skills
- Good use of Initiative

Minimum Required Qualification and Experience

- Associate Degree in Management Studies, Business Administration, Marketing or equivalent;
- At least three (3) years in a related environment.

Applications accompanied by résumés should be submitted **no later than Thursday, 10th June, 2021 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.



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