



**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](mailto:communications@osc.gov.jm)  
WEBSITE: [www.osc.gov.jm](http://www.osc.gov.jm)

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**CIRCULAR No. 208**  
**OSC Ref. C.4515/S3**

25<sup>th</sup> June, 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 2) – (Not Vacant)** in the **Human Resource Management and Administration Unit, Court Administration Division**, salary range \$625,087 - \$743,032 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 obtains information for the general public, customers, visitors and other interested parties. Provides information regarding activities conducted at establishment, location of Departments, Offices and employees within the Organization.

**Key Responsibilities**

***Technical/Professional:***

- 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**

***Core:***

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

***Technical:***

- Working knowledge of the relevant computer software applications

**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 Thursday, 8<sup>th</sup> July, 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.

A handwritten signature in black ink, appearing to be 'Merle I. Tam', with a long, sweeping horizontal stroke extending to the right.

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