



## OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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### **CIRCULAR No. 346** **OSC Ref. C. 6544<sup>3</sup>**

7<sup>th</sup> October, 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 the **vacant** post of **Operator/Receptionist (OPS/TO 2)** at the **Houses of Parliament**, salary range \$625,087 - \$743,032 per annum and any allowance(s) attached to the post.

#### **Job Purpose**

Under the general supervision of the Facilities and Office Manager, the incumbent will provide telephone operating and receptionist services to the Houses of Parliament.

#### **Key Responsibilities**

- Operates the Telephone Switchboard to answer, screen, or forward calls, providing information, taking messages or scheduling appointments;
- Greets persons entering the establishment, determine nature and purpose of visit, and direct them to specific destinations/individuals;
- Listens to and resolves complaints from the general public, if necessary;
- Answers enquiries and obtain information for the general public;
- Provides information about the establishment, such as location of offices and/or employees within the Organization, or services provided;
- Receives all Telephone Bills; identifies, records and dispatches to users for reconciling; receive reconciled bills and process for payment;
- Keeps a current record of staff members' whereabouts and availability;
- Reports telephone faults and defects to the service provider and follow up on remedial actions to be taken;
- Trains relief Telephone Operators;
- Performs any other related duties that may be assigned from time to time.

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

- Excellent oral and written communication skills
- Excellent interpersonal and customer service skills
- Good teambuilding skills
- Ability to work on own initiative
- Excellent telephone etiquette
- Proficiency in the use of Microsoft Office Suite

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

- Four (4) CXC subjects including English Language and a numerate subject
- Certificate/Training in Switchboard Operation
- Training in Customer Service
- One (1) year working experience in related field

Applications accompanied by résumés should be submitted **no later than Wednesday, 20<sup>th</sup> October, 2021 to:**

Clerk to the Houses  
Houses of Parliament  
Gordon House  
81 Duke Street  
Kingston

Email: [clerk@japarliament.gov.jm](mailto:clerk@japarliament.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.

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

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