



**OFFICE OF THE SERVICES COMMISSIONS**  
(CENTRAL GOVERNMENT)  
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**CIRCULAR No. 405**  
**OSC Ref. C.6222<sup>8</sup>**

**24<sup>th</sup> November, 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 Regional Manager (PTO/PMA 6)** in the **Post and Telecommunications Department (Corporate Area)**, salary range \$1,794,444 - \$2,133,030 per annum and any allowance(s) attached to the post.

**Job Purpose**

Under the direct supervision of the Eastern Regional Co-ordinator, the Regional Manager manages the operations of the Post Offices and Postal Agencies within that Region, ensuring that the policies, standards and financial control are maintained and enforced in keeping with established Acts, Regulations and Instructions. The incumbent is to ensure that operations 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 Co-ordinator on postal operation;
- Participates in the Strategic Planning and Operational Plans for the Department;
- Assists with the development of the Operational Plan for the Region;
- Collaborates with direct reports in developing Individual Work Plans;
- Liaises with members of Parliament in relation to Post Offices and Agencies in their Constituencies;
- 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, reports on Regional activities and provides 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;

***Technical/Professional:***

- Provides leadership and directions within the Region to ensure that organizational standards and policies are maintained and followed;
- Develops Regional Programmes aimed at promoting Postal Services, client and community integration and development;
- Assists with the development, implementation and review of the Post Office Standard Operation Procedural Manual and ensures 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

- Implements systems of control for revenue collected, cash disbursed and security of cash, staff and facilities;
- Monitors the request for Imprest cash;
- 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 Financial Administration and Audit (FAA) Act;
- 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;
- Assists with the continuous review of Postmen Districts;
- Assists with the implementation of strategies to monitor local mail delivery;
- Receives, processes, investigates and responds to correspondence on postal activities falling under purview;
- Participates in the preparation of World Post Day activities;
- Provides support to training development on operational areas;
- Provides support in the monitoring and assessment of customer satisfaction;
- Assesses the collection of revenue for Private Letter Boxes and operations;
- Collects, collates and safeguards information, data and evidence in all its various forms and disseminates to those authorized on a need to have/know basis;
- Initiates proactively/reactively, investigations, solely and/or co-operatively, 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.

#### ***Human Resource Management:***

- Participates in the recruitment, transfers and promotions of staff for the Region;
- Ensures the developmental and welfare needs of the staff are identified and addressed within the Region;
- Reviews, monitors and evaluates the performance of staff in the Region and recommends corrective action, where necessary;
- Recommends the assignment/reassignment of staff across Post Offices, ensuring staff is effectively utilized and productivity optimized;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Establishes and maintains a system that fosters a culture of team work, employee empowerment and commitment to the Region's and Department's goals;
- Fosters an atmosphere of trust and high ethical and confidentiality standards;
- Engages in local Succession Planning with a view to support Human Resource Strategic Objectives;
- Performs any other related duties that may be assigned from time to time.

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

- Knowledge of Universal Postal Union Standards
- Knowledge of Post Office Act (1941)
- 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 Records Management skills
- Highest level of integrity is exercise and maintained
- Excellent leadership skills
- Good oral and written communication skills
- Good analytical and critical thinking skills
- Good planning and organizing skills
- Good problem solving and decision-making skills
- Good use of initiative
- Good interpersonal skills
- Adaptability
- Ability to work in a team
- Ability to manage external relationships
- Customer and quality focus

**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) year of which should be at the management level.

**Special Conditions Associated with the Job**

- Extensive travelling;
- High risk environment.

Applications accompanied by résumés should be submitted **no later than Tuesday, 7<sup>th</sup> December, 2021 to:**

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

Email: [hrunit@jamaicapost.gov.jm](mailto: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