



OFFICE OF THE SERVICES COMMISSIONS

(CENTRAL GOVERNMENT)

MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING

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19th May, 2022

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/fill the following posts in the **Department of Correctional Services**:

1. **Senior Secretary (OPS/SS 3) – Human Resource Management and Administration Division, Carl Rattray Staff College (Runaway Bay, St. Ann) – (Not Vacant)**, salary range \$1,007,823 – \$1,197,984 per annum and any allowance(s) attached to the post.
2. **Telephone Operator (OPS/TO 2) – Administration Branch, Human Resource Management and Administration Division – (Vacant)**, salary range \$650,090 - \$772,753 per annum and any allowance(s) attached to the post.

1. Senior Secretary (OPS/SS 3)

Job Purpose

Under the direction of the Director, Staff College, the incumbent is responsible for organizing and administering a range of activities related to the Director, ensuring that contacts are maintained with Heads of other Units, as well as other persons and groups critical to the successful implementation of programmes and activities.

Key Responsibilities

Technical/Professional:

- Ensures that all correspondences of a general or routine nature are received by the Director in a timely manner;
- Directly handles some aspects of the Director's correspondence and other documents by preparing drafts for vetting after research;
- Solves some problems by interfacing with other Senior Staff, as well as the public;
- Monitors the progress of activities within the Department, providing background information, as well as preparing the Director for participation in meetings;
- Arranges meetings for the Director;
- Prepares pre-conference papers for the Director and attends meeting with him/her when the need arises;
- Keeps the Director abreast of relevant information on media coverage/public opinion as they relate to areas of responsibility;
- Develops and maintains a filing system to facilitate easy access and retrieval;
- Attends meetings in respect to the Division's/Section's operations and prepares notes and monthly reports;
- Aids in the preparation of the Director's Annual Budget, using Microsoft Excel and other related software;
- Assists with the preparation of Operational Plan for the Unit;
- Works in conjunction with staff in the Directorate and prepares projections and reports;
- Liaises with other Government Agencies in co-ordinating with the Department;
- Drafts letters and memoranda for the Director's signatures;
- Co-ordinates and organizes external, internal meetings, workshops and fora, ensuring that all appropriate material and information are prepared;
- Handles routine correspondence on behalf of the Director by retrieving and sending correspondence from the Intranet and Internet;
- Checks routinely the Director's Email account;
- Liaises with other officers to ensure co-ordination of administrative matters;
- Prepares Evaluation Reports;
- Maintains the Director's Diary (both electronically and written), records appointments, meetings, visits, etc., on a day-to-day basis. Confirms, cancels and reschedules appointment on the Director's behalf;
- Organizes monthly staff meetings for the Unit;
- Maintains Attendance Register for the Unit;

- Liaises with the Office Manager and monitors the delivery of support services;
- Ensures that all appropriate materials are available;
- Performs sundry administrative and human resources functions as necessary.

Required Knowledge, Skills and Competencies

- Knowledge of Records Management and Office Procedures
- Good organizing and co-ordinating skills
- Ability to work on own initiative
- Ability to record and transcribe Minutes of meetings
- Ability to use all typical office machines
- Ability to work effectively under pressure
- Proficiency with Microsoft Office Suite
- **Interpersonal skills:** The ability to display sensitivity towards others, interact collaboratively with colleagues, to build long term internal and external relationships and gain support to achieve desired objectives
- **Managing the Client Interface:** Ability to work effectively with others, both internal and external to the Department, to deliver acceptable, customer-oriented and high-quality service
- **Oral and Written Communication:** The ability to communicate proficiently orally, in writing and in one-on-one face-to-face, with excellent public speaking skills
- **Customer and Quality Focus:** The ability to continuously ensure high standards of quality and service delivery to meet customers' expectations
- **Performance Management:** The ability to align resources, systems, standards and activities to effectively, efficiently and consistently meet the goals and strategic objectives of the Department
- **Analytical Thinking, Decision-Making and Problem-Solving:** The capacity to analyze problems promptly, choose between alternatives and effect meaningful solutions
- **Collaboration and Team Work:** The ability to be a collaborative and inspiring professional who shows a genuine intention to participate and work co-operatively with others in pursuit of team goals
- **Leadership and Team Building:** The ability to provide vision, direction, allocate responsibilities, delegate and motivate staff in one's team, to include leading by example
- **Strategic Planning:** The ability to develop effective plans in keeping with the Department's objectives, including to effectively review policy issues, determine priorities and set medium and long term goals
- **Change Management:** The ability to maintain effectiveness in a changing environment and the willingness to respond quickly and positively to change and to lead others through change and manage their concerns
- **Integrity:** The ability to consistently demonstrate sound ethical standards, observe the codes of conduct for employees and codes of professional practice and show consistency between established values and behaviours, in order to build trust and credibility
- **Strategic Vision:** The ability to develop a clear vision of the desired future state of the Department, demonstrate awareness of and or anticipate changing environmental trends, industry opportunities and threats/risks

Minimum Required Education and Experience

- CXC or GCE 'O'Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus four to five (4-5) years' general office experience;
OR
- Graduated from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE 'O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus four to five (4-5) years' general office experience;
OR
- Successful completion of the Certified Professional Secretary course; proficient in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE 'O'Level; training in the use of a variety of software applications and four to five (4-5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

2. **Telephone Operator (OPS/TO 2)**

Job Purpose

Under the direction of the Manager, Office Services, the incumbent is responsible for operating the PBX System and delivering efficient and effective telephone management and customer services to internal and external users.

Key Responsibilities

Technical/Professional:

- Makes call for members of staff;
- Records and delivers messages to members of staff;
- Effectively resolves or forwards customer queries;
- Keeps records of all private and official calls made on the Switchboard;
- Answers, transfers and routes calls made on Switchboard to relevant extensions;
- Disseminates information courteously, timely and correctly, to all staff/customers/clients;
- Keeps updates of events and activities to provide callers with accurate and current information;
- Reports faulty telephone lines.

Required Knowledge, Skills and Competencies

Core:

- Excellent oral and written communication skills
- Good interpersonal relations and customer service skills
- Ability to handle irate customers
- Ability to accept criticisms and deal calmly and effectively with stressful situations

Technical:

- Competence in operating the Switchboard
- Working knowledge of the relevant computer software applications

Minimum Required Education and Experience

- Four (4) CXC/GCE subjects, including English Language;
- Certificate in Telephone Operation/Customer Service;
- Two (2) year experience in related field.

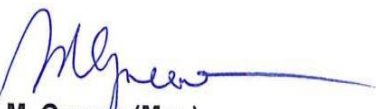
Applications accompanied by résumés should be submitted **no later than Wednesday, 1st June, 2022 to:**

**Senior Director
Human Resource Management and Administration
Department of Correctional Services
5-7 King Street
Kingston**

Email: jobpostings@dcsgov.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.


**M. Greene (Mrs.)
for Chief Personnel Officer (acting)**