



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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12th August, 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 fill/be assigned to the following posts in the **Post and Telecommunications Department**:

1. **Manager, Corporate Communications and Public Relations (MCG/IE 5) – (Vacant)**, salary range \$2,104,355 - \$2,501,416 per annum and any allowance(s) attached to the post.
2. **Director, Customer Service (GMG/SEG 3) (Temporary)**, salary range \$2,104,355 - \$2,501,416 per annum and any allowance(s) attached to the post.
3. **Administrative Assistant (GMG/AM 2) (Vacant)**, salary range \$1,025,878 - \$1,219,446 per annum and any allowance(s) attached to the post.
4. **Administrative Assistant (GMG/AM 2) (Temporary)**, salary range \$1,025,878 - \$1,219,446 per annum and any allowance(s) attached to the post.
5. **Salary Deduction Officer (FMG/AT 1) (Vacant)**, salary range \$829,622 - \$986,160 per annum and any allowance(s) attached to the post.
6. **Salary journal officer (FMG/AT 1) (Vacant)**, salary range \$829,622 - \$986,160 per annum and any allowance(s) attached to the post.
7. **Senior Reconciliation Officer (FMG/AT 1) (Vacant)**, salary range \$829,622 - \$986,160 per annum and any allowance(s) attached to the post.

1. Manager, Corporate Communications and Public Relations (MCG/IE 5)

Job Purpose

Under the direction of the Senior Director Corporate Services, the Manager, Corporate Communications and Public Relations is responsible for developing, implementing and managing an effective Communication and Public Relations Programme for the Post and Telecommunications Department (PTD). The Director is also responsible for creating sound strategies that will sustain a positive brand image for the Department.

Key Responsibilities

Management/Administrative:

- Develops and monitors the implementation of the Branch's Operational Plan and Budget;
- Develops Individual Work Plan ensuring alignment to the Operational/Unit Plan for the Unit;
- Ensures that the work of the Branch carried out as planned and agreed targets achieved;
- Develops mechanisms to respond to media requests/queries in a manner which will consistently project a positive image of the Department;
- Co-ordinates the production of routine and special reports on the communication matters of the PTD;
- Provides updates and edits all information to be posted to the Post and Telecommunications Department and other communication media;
- Maintains membership in professional affiliation with local, regional and international media practitioners;

- Represents the Unit/Department at meetings/conferences and other functions as necessitated.

Technical/Professional:

- Develops and oversees the implementation of the Department's Communication strategies and Plans;
- Directs the development of Department's Public Educations Programmes;
- Plans and co-ordinates the execution of press conferences, press tours, launches and other PR related events and activities;
- Co-ordinates and ensures that appropriate policies and procedures are in place to guide the communications related operations of the Department;
- Provides strategic communication counsel and technical advice to the Postmaster General and Senior Management Team on issues of Communication, Public Relations and Information Management;
- Directs and co-ordinates research on matters for public dissemination;
- Prepares speeches, briefs, position papers, etc. and reviews those prepared by staff;
- Ensures that all media enquiries are handled effectively and appropriately;
- Establishes mechanisms to monitor the Print and Electronic Media and prepares timely responses to issues that are relevant to the Department;
- Collaborates with Senior Management Staff to develop appropriate internal communications for staff;
- Plans and co-ordinates the execution of formal and informal functions and other Public Relations events on behalf of the Department;
- Directs and co-ordinates media coverage for official functions;
- Conducts Risk Assessment of the Department's Communication Strategies;
- Develops Risk Mitigation strategies to protect the image of the Department;
- Manages the implementation of crisis communications strategies ensuring effective media management of sensitive information;
- Develops Risk Mitigation Strategic to protect the image of the Department;
- Manages the implementation of crisis communications strategies ensuring effective media management of sensitive information;
- Develops and maintains strategic working relationships with key stakeholders, including media representatives to inform, educate and provide support which aids the promotions of the Department's Mandate;
- Monitors social, economic and political trends that may have an adverse or positive effect on the Post and Telecommunications Department;
- Develops strategies to capitalize on opportunities and mitigates any negative impact on the Department;
- Develops and implements appropriate mechanisms to measures and evaluate delivery of information relating to the Department;
- Leads the arrangements for Media Sensitization Training;
- Drafts and reviews new Communication Policies and Programmes.

Human Resource Management:

- Manages the welfare and development of direct reports through the preparation of Performance Appraisals and recommendation of required training and development programmes;
- Provides leadership to direct reports through effective objective setting, delegation, and communication processes;
- Provides guidance to direct reports through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that training and other needs of direct reports are adequately identified and addressed;
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Branch;
- Participates in the recruitment of direct reports for the Branch;
- Recommends Vacation Leave for direct reports in keeping with established human resource policies;
- Recommends/administers disciplinary action in keeping with established human resource policies.
- Performs other related duties that may be assigned.

Required Knowledge, Skills and Competencies

- Knowledge of the Media Landscape
- Knowledge of Communication Strategies and Techniques
- Knowledge of Media and Public Relations protocol
- Knowledge of the Access to Information Act
- Knowledge of The Government of Jamaica's and Post and Telecommunications Department's policies, rules and regulation
- The ability to foster and maintain a good working relationship with the Media.
- Good interpersonal skills
- Good oral and written communication skills
- Good planning and organizing skills
- Good problem solving and decision making skills
- Good leadership skills

Minimum Required Qualification and Experience

- Master's Degree in Media/Communications Studies, Mass Communication, Public Relations or a related discipline;
- Five (5) years' experience in a Media and communications environment, with at least three (3) years in a management capacity;

OR

- Bachelor's Degree in Media/Communications Studies, Mass Communication, Public Relations or a related discipline;
- Eight (8) years' experience in a Media and communications environment, with at least four (4) years in a management capacity.

Special Conditions Associated with the Job

- Required to work continually under stressful conditions to respond to communications matters without prior notice
- Required to travel locally and overseas
- Required to possess a valid Drivers' Licence and a reliable motor vehicle
- Required to work beyond normal working hours at times to meet deadlines
- Required to respond to matters of public interest without prior notice

2. Director, Customer Service (GMG/SEG 3)

Job Purpose

Under the direction of the Senior Director, Corporate Services (GMG/SEG 5), the **Director, Customer Service (GMG/SEG 3)** is responsible for coordination, leadership and management of the Customer Service portfolio of the Post and Telecommunications Department. Specifically, the Director is responsible for the development, monitoring and implementation of the portfolio's policies, programmes, projects, standards and related activities, for driving the modernization of the Customer Service Programme across the Post and Telecommunications Department.

The incumbent maintains linkages with the ISO Branch at the Ministry of Industry, Investment and Commerce, and other key stakeholders (such as the Corporate Planner) in support of ISO Certification on Quality Management Systems and improved service delivery across the Post and Telecommunications Department, in accordance with the Government of Jamaica Public Sector Modernization Vision & Strategy as well as the Post and Telecommunications Department's Citizens' Charter.

Key Responsibilities

Management/Administrative:

- Develops the Branch's annual Operational Plans to be incorporated within the Directorate's Operational Plan;
- Develops the Branch's annual Budget and manages expenditure within Budget Ceilings;
- Develops and submits the Branch's monthly, quarterly, half-Yearly and annual Reports for relevant internal and external stakeholders of the Ministry;

- Develops and implements relevant policies and procedures towards achievement of the Unit's objectives;
- Represents the Branch at meetings, seminars, workshops, conferences and other fora;
- Liaises with the Cabinet Office and any other Post and Telecommunications Department; public or private, involved in the planning, development and implementation of Customer Service initiatives;
- Convenes quarterly meetings of the Intra-Ministerial Customer Service Team and prepares relevant Minutes and reports.

Technical/Professional:

- Meets customer service objectives by integrating customer service information and recommendations to Strategic Plans and reviews;
- Prepares and completes action plans; implementing productivity, quality, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change;
- Maximizes customer operational performance by providing help desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques;
- Ensures robust Complaints Management System is in place to resolve customer complaints promptly;
- Improves customer service quality results by reviewing, evaluating, and re-designing business processes; establishing and communicating service metrics; implementing changes;
- Recommends, maintains and implements customer service policies, procedures, and guidelines;
- Develops and implements service level standards focused on response times and issue resolution;
- Develops and implements Customer Service strategies and specific objectives;
- Facilitates Customer Service Financial objectives by forecasting requirements; preparing an annual Budget; scheduling expenditures; analysing variances; initiating corrective actions;
- Periodically facilitates employees' training and development in Customer Service across the Ministry;
- Reviews and documents business processes aligned to the key services of the Ministry and its Portfolio Agencies and Departments;
- Develops and implements the Customer Service Improvement Plan;
- Develops and monitors the Customer Service Balanced Scorecard;
- Develops and monitors the Complaints Management System;
- Leads the Intra-Ministerial Customer Service Monitoring and Evaluation Team;
- Leads the development and implementation and maintenance of the Citizens' Charter;
- Supports the certification of Post and Telecommunications Department in ISO 9001:2015;
- Determines customer service requirements by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analysing information and applications;
- Facilitates promotion and awareness of the customers to the Ministry's products and services;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Conducts relevant campaigns, expositions to increase awareness and promotion of the goods and services of the Ministry and its Agencies/Departments in collaboration with the Director, Communication & Public Relations;
- Meets customer service objectives by integrating customer service information and recommendations to Strategic Plans and reviews;
- Prepares and completes action plans; implementing productivity, quality, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change;
- Maximizes customer operational performance by providing Help Desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques;
- Ensures robust Complaints Management System is in place to resolve customer complaints promptly;
- Improves customer service quality results by reviewing, evaluating, and re-designing business processes; establishing and communicating service metrics; implementing changes;
- Recommends, maintains and implements customer service policies, procedures, and guidelines;
- Develops and implements service level standards focused on response times and issue resolution;

- Develops and implements Customer Service strategies and specific objectives;
- Facilitates customer service financial objectives by forecasting requirements; preparing an Annual Budget; scheduling expenditures; analysing variances; initiating corrective actions;
- Facilitates employees' training and development in Customer Service across the Ministry periodically;
- Reviews and documents business processes aligned to the key services of the Ministry and its portfolio Agencies and Departments;
- Develops and implements the Customer Service Improvement Plan;
- Develops and monitors the Customer Service Balanced Scorecard;
- Develops and monitors the Complaints Management System;
- Leads the Intra-Ministerial Customer Service Monitoring and Evaluation Team;
- Leads the development and implementation and maintenance of the Citizens' Charter;
- Supports the certification of Post and Telecommunications Department in ISO 9001:2015;
- Determines customer service requirements by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analysing information and applications;
- Facilitates promotion and awareness of the customers to the Ministry's products and services;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Conducts relevant campaigns, expositions to increase awareness and promotion of the goods and services of the Ministry and its Agencies/Departments in collaboration with the Director, Communication and Public Relations.

Human Resource Management:

- Co-ordinates and monitors the work of the Branch;
- Monitors and evaluates the performance of direct reports, prepares Performance Appraisal and recommends and/or attaining established personal and/or organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit and recommends transfer, promotion, termination and leave in accordance with established Human Resource policies and procedures;
- Ensures the welfare and development needs of staff in the Branch are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Branch's and Organization's goals;
- Allocates and schedules work; allocates monthly mileage to travelling officers;
- Maintains, monitors and submits Attendance Reports for all relevant members of staff;
- Performs other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Knowledge of administrative or office management practices and principles
- Knowledge of Government of Jamaica Records and Information Management practices and principles
- Thorough knowledge of the Civil Service regulations and procedures, Financial Administration and Audit Act and the Public Procurement
- Knowledge of Government of Jamaica Procurement policies
- Knowledge of web-based research techniques
- Knowledge of the Post Office Act.
- The Public Bodies and Management Accountability Act.
- Knowledge of the Postal Industry and its Operations
- Knowledge of GOJ's Customer Service Policy Papers
- Knowledge of ISO on Quality Management Systems
- Knowledge of research methods and analysing data
- Knowledge of GOJ's Policies & Procedures
- Excellent research skills
- Good interpersonal skills
- Good oral and written communication skills
- Good planning and organizing skills
- Good problem solving and decision making skills

Minimum Required Qualification and Experience

- Bachelor's Degree in Business Administration or Management or related field.
- Three (3) years' experience in Customer Service at a supervisory Level.
- Experience with Call Centres and Help Desk environments.

Special Condition Associated with the Job

- Typical office conditions.
- Working extended hours.
- Some amount of travelling.

3. Administrative Assistant (GMG/AM 2)

Job Purpose

Under the general direction of the Director, Customer Service, the **Administrative Assistant GMG/AM 2** is required to manage, organize, monitor and execute administrative duties functions pertaining to the operations of the office.

Key Responsibilities

Management/Administration:

- Co-ordinates and implements office services activities such as purchases, record control;
- Organizes and schedules all office activities;
- Collaborates with Supervisor in the preparation of Individual Work Plan for signing and submission;
- Participates in the co-ordination of Special Projects;
- Ensures the maintenance of an efficient and effective Records Management and Information System to facilitate ease of access to information and speedy retrieval;
- Ensures the security of official and confidential records;
- Assists in the development of Operational and Strategic Plans for the Unit;
- Assists in the development of Budgets and Monthly Cash Flows.

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;
- Compiles, prepares, and enters Data into a computer from various sources including accounting, statistical, and related documents;
- Processes correspondence including receiving, sorting, time-stamping, logging, and distributing incoming and outgoing correspondence and packages;
- Creates and maintains computer based tracking information and reports including assigned databases, records, and lists; input corrections and updates;
- Maintains accurate and up-to-date office files and records for the Branch;
- Assists in the procurement of goods and services for the Branch by calling suppliers, preparing requests for quotation and other document to send to suppliers;
- Assists with the preparation of Tender Documents/Lease Agreements etc.;
- Assists with the preparation of maintenance schedules;
- Conducts follow-up by callings and writing reminder to procurement/suppliers/contractors;
- Prepares Attendance Reports for the Branch for submission to Human Resource Management and Development Branch;
- Conducts research for information request by the Manager;
- Composes routine correspondence; copies, disseminates, and posts documents and information as appropriate;
- Provides information related to specific program area of assignment;
- Prepares monthly, quarterly and annual Reports in consultation with Manager;
- Maintains calendar of activities, meetings, and various events for the Manager;
- Schedules and organizes meetings for the Manager;
- Co-ordinates meeting with new and existing clients to inform them about new developments in relation to matters being prepared by the Branch In consultation with the Manager;
- Serves as Recording Secretary for meetings hosted by the Branch;
- Provides support in the monitoring and assessment of customer satisfaction;
- Monitors and follows-up on documents/corresponds dispatched to internal Divisions and external Offices, to ensure timely feedback;

- Monitors inventories of stationery, supplies and materials and request same as needed;
- Performs any other related duties assigned by Supervisor.

Required Knowledge, Skills and Competencies

- Administrative or office management practices and principles
- Government of Jamaica's Records and Information Management practices and principles
- Communication strategies and techniques
- Fostering and maintaining good working relationships with Media
- The Civil Service regulations and procedures; Financial Administration and Audit Act and the Public Procurement Act
- Web-based research techniques
- The Postal Industry and its operations
- Ability to work on own initiative
- Good oral and written communication skills
- Excellent time management skills
- Planning and organizational skills
- Proficient in the relevant computer application
- Good Records Management skills

Minimum Required Qualification and Experience

- Four (4) CSEC subjects at the general level with grades 1- 3/GCE O' Level Subjects Grades A-C including Mathematics/numeric subject and English Language; plus
- Certificate in Business Administration, Management Studies and Public Administration from a recognized tertiary institution or Diploma in Administrative Management from the Management Institute for National Development (MIND).
- A minimum of four (4) years related experience.

Special Conditions Associated with the Job

- Maybe required to work beyond regular working hours
- Typical office environment, no adverse working conditions.

4. Administrative Assistant (GMG/AM 2)

Job Purpose

Under the general direction of the Manager, Corporate Communications and Public Relations, the **Administrative Assistant GMG/AM 2** is required to manage, organize, monitor and execute administrative duties functions pertaining to the operations of the office.

Key Responsibilities

Management/Administration:

- Co-ordinates and implements Office Services Activities such as purchases, record control;
- Organizes and schedules all office activities;
- Collaborates with Supervisor in the preparation of Individual Work Plan for signing and submission;
- Participates in the co-ordination of Special Projects;
- Ensures the maintenance of efficient and effective Records Management and Information System to facilitate ease of access to information and speedy retrieval;
- Ensures the security of Official and Confidential Records.
- Assists in the development of Operational and Strategic Plans for the Unit.
- Assists in the development of Budgets and monthly Cash Flows.

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;
- Compiles, prepares, and enters data into a computer from various sources including accounting, statistical, and related documents;

- Processes correspondence including receiving, sorting, time-stamping, logging and distributing incoming and outgoing correspondence and packages;
- Creates and maintains computer based tracking information and reports including assigned databases, records, and lists; input corrections and updates;
- Maintains accurate and up-to-date office files and records for the Branch;
- Assists in the procurement of goods and services for the Branch by calling suppliers, preparing requests for quotation and other document to send to suppliers;
- Conducts follow-up by callings and writing reminders to procurement/suppliers/ contactors on the deadlines to be met;
- Prepares Attendance Reports for the Branch for submission to Human Resource Management and Development Branch;
- Conducts research for information request by the Manager;
- Composes routine correspondence; copies, disseminates and posts documents and information as appropriate;
- Provides information related to specific program area of assignment;
- Prepares monthly, quarterly and annual Reports in consultation with Manager;
- Maintains calendar of activities, meetings and various events for the Manager;
- Schedules and organizes meetings for the Manager;
- Co-ordinates meetings with new and existing clients to inform them about new developments in relating matters being prepared by the Branch in consultation with the Manager;
- Serves as Recording Secretary for meetings hosted by the Branch;
- Provides support in the monitoring and assessment of customer satisfaction;
- Monitors and follows-up on documents/corresponds dispatched to internal Divisions and external Offices, to ensure timely feedback.
- Monitors inventories of stationery, supplies and materials and request same as needed;
- Performs any other related duties assigned by Supervisor.

Required Knowledge, Skills and Competencies

- Administrative or office management practices and principles
- Government of Jamaica's Records and Information Management practices and principles.
- Communication strategies and techniques
- Fostering and maintaining good working relationships with Media
- The Civil Service regulations and procedures; Financial Administration and Audit Act and the Public Procurement Act
- Web-based research techniques.
- The Postal industry and its operations.
- Ability to work on own initiative
- Good oral and written communication skills
- Excellent time management skill
- Planning and organizational skills
- Proficient in the relevant computer application
- Good Records Management Skills

Minimum Required Qualification and Experience

- Four (4) CSEC Subjects at the General Level with Grades 1- 3/GCE O' Level Subjects Grades A-C including Mathematics/numeric subject and English Language; plus
- Certificate in Business Administration, Management Studies and Public Administration from a recognized tertiary institution or Diploma in Administrative Management from the Management Institute for National Development (MIND).
- A minimum of four (4) years related experience.

Special Condition Associated with the Job

- Maybe required to work beyond regular working hours
- Typical office environment, no adverse working conditions.

5. Salary Deduction Officer (FMG/AT 1)

Job Purpose

Under the direct supervision of the Manager, Payroll & Salary Deduction, the **Salary Deduction Officer (FMG/AT 1)** is responsible for issuing salary deduction cheques to various institutions

and organizations and making contact with Sagicor Life Jamaica Limited for the procurement of Health Cards for staff members in accordance with the Staff Orders and the FAA Act and its instructions and regulations.

Key Responsibilities

Management/Administrative:

- Participates in the development of the Division's Operational/Divisional/Individual Plans and Budget;
- Collaborates with direct supervisor in the preparation of Individual Work Plan for signing and submission.

Technical/Professional:

- To issue Salary Deduction cheques to various external organizations in accordance with the provision of the Financial Administration and Audit Act and its Instruction and Regulations:
 - ✓ Prepares statements pertaining to the Civil Service Family Benefit Scheme for Employees
 - ✓ Prepares effective responses to Sagicor Life Jamaica Limited on a timely basis.
 - ✓ Checks to ensure that applications to Sagicor Life Jamaica Limited Health Scheme are properly done and delivered to the institution.
- Sorts Health Cards and delivers to relevant employees;
- Prepares Payment Vouchers for manual cheques and cancelled cheques to be reissued;
- Ensures that cancelled cheques are written in Cancelled Cheque Book.
- Files all vouchers.
- Submits cancelled cheques to Bank Reconciliation.
- Pays over all fortnightly and monthly Personal Salary Deductions to relevant institution and organizations.
- Dispatches Bank Transfers to relevant institutions and organizations.
- Prepares P45's on employee's request.
- Performs any other related duties assigned by Supervisor.

Required Knowledge, Skills and Competencies

- Knowledge of Accounting principles and practices
- Knowledge of Computer data entry
- Knowledge of The FAA Act
- Knowledge of Government procedures and policies
- The ability to effectively balance accounts
- Good interpersonal skills
- Good oral and written communication skills
- Good planning and organizing skills
- Good problem solving and decision making skills

Minimum Required Qualification and Experience

- AAT Level 1; **or**
- ACCA-CAT Level 1/Level A; **or**
- Certificate in Public Administration, UWI; **or**
- Certificate in Management Studies, UWI; **or**
- Diploma in Business Administration/Studies from a Community College; **or**
- NVQJ Level 1, Accounting; **or**
- Certificate in Accounting from an accredited University; **or**
- Certificate in Government Accounting 1; **or**
- Completion of first year in B.Sc. Degree In Accounting/Management Studies with Accounting, or BBA Degree at an accredited University; **or**
- Completion of first year of ASc. Degree in Accounting/Business Administration/Business Studies from an accredited tertiary institution.

Special Condition Associated with the Job

- Typical office environment but will be required to work long hours, after hours and on weekends and Public Holidays when the need arises.

6. Salary Journal Officer (FMG/AT 1)

Job Purpose

Under the direct supervision of the Salaries Bank Reconciliation Officer, the **Salary Journal Officer (FMG/AT 1)** is responsible for the preparation of Salary Journal Vouchers and assists in Bank Reconciliation, as well as preparation of the Cash Book and verification of the encashed salary cheques.

Key Responsibilities

Management/Administrative:

- Collaborates with direct Supervisor in the preparation of Individual Work Plan for signing and submission.

Technical/Professional:

- Prepares the Salary Journal Vouchers for posting to the Salary Ledger in accordance with the Financial Administration Audit Act and its instruction and regulation;
- Receives documents for the preparation of journals;
- Assigns Salary Journal Voucher numbers according to the number sequence adopted;
- Maintains Salary Journal Voucher files;
- Verifies encashed salary cheques and deduction cheques against Bank Statement;
- Posts salary cheque listing electronically for the preparation of Cash Book;
- Ticks off salary cheques issued against Salary Bank Statements noting all discrepancies;
- Sorts encashed salary in numerical and date order;
- Files encashed salary cheques;
- Prepares Salary Cash Book.
- Performs any other related duties assigned by Supervisor

Required Knowledge, Skills and Competencies

- Knowledge of Accounting principles and practices
- Knowledge of Computer data entry
- Knowledge of The FAA Act
- Knowledge of Government procedures and policies
- The ability to effectively balance accounts
- Good interpersonal skills
- Good oral and written communication skills
- Good planning and organizing skills
- Good problem solving and decision making skills

Minimum Required Qualification and Experience

- AAT Level 1; **or**
- ACCA-CAT Level 1/Level A; **or**
- Certificate in Public Administration, UWI; **or**
- Certificate in Management Studies, UWI; **or**
- Diploma in Business Administration/Studies from a Community College; **or**
- NVQJ Level 1, Accounting; **or**
- Certificate in Accounting from an accredited University; **or**
- Certificate in Government Accounting 1; **or**
- Completion of first year in B.Sc. Degree In Accounting/Management Studies with Accounting, or BBA Degree at an accredited University; **or**
- Completion of first year of ASc. Degree in Accounting/Business Administration/Business Studies from an accredited tertiary institution.
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Special Condition Associated with the Job

- Typical office environment but will be required to work long hours, after hours and on weekends and Public Holidays when the need arises.

7. Senior Reconciliation Officer (FMG/AT 1)

Job Purpose

Under the direct supervision of the Supervisor, Parcels Accounts (FMG/AT 2), the **Senior Reconciliation Officer (FMG/AT 1)** is responsible for reconciling and checking Parcel Statements against Customs value recorded at various offices. The officer also ensures that revenue collected are correctly recorded in accordance with the provision of the FAA Act and its instruction and regulation.

Key Responsibilities

Management/ Administrative:

- Collaborates with direct supervisor in the preparation of Individual Work Plan for signing and submission;

Technical/Professional:

- Balancing District Postmasters' Parcel Statements in accordance with the FAA Act and its instruction and regulation:
 - ✓ Ticks duplicate bills against Postmasters' monthly Parcel Statements
 - ✓ Ticks redirection book against Postmasters' redirection, recorded on their monthly Parcel Statements
 - ✓ Adds the assessed value e.g. Duties, General Consumption Tax (GCT), Customs User Fees and Customs Clearance Fees of the opening balance and receipts
 - ✓ Adds the assessed value (Duties etc.) of the deliveries, returned stock, redirections (Disposals) and stock on hand
 - ✓ Reconciles opening balance and receipts with disposals and stock on hand.
 - ✓ Communicates with Postmasters and their Regional Inspectors when there are discrepancies.
 - ✓ Submits the figures to the Clerk in Charge.
- Completes final balance on Packets, Detain and Delivery Section:
 - ✓ Ticks packet/parcel on stock sheet (parcel/package on hand from previous month) counter delivery, return to sender, counter forward and claim-off and closing stock.
 - ✓ Ticks Detained Forward Book against Detained Dispatch Book (dispatch made to District Postmasters).
 - ✓ Checks and records detain delivery figures.
 - ✓ Compiles and balance figures in packet/parcel book and submits the book to the Supervisor.
- Clears dutiable parcels assessed by customs from Parcel Transaction Statements prepared by Postmasters Island wide using the ASYCUDA System monthly and generate a receipt:
 - ✓ Retrieves Parcel Transaction Statement for the month
 - ✓ Logs in to ASYCUDA System
 - ✓ Enters Department Account Number
 - ✓ Enters the relevant details that are on the Parcel Transaction Statements individually
 - ✓ Verifies the amount and tracking number
 - ✓ Generates a receipt
 - ✓ Writes receipt number, date and amount on the Parcel Transaction Statement
 - ✓ Returns completed Parcel Transaction Statements to Filing Clerk
- Performs any other related duties assigned by Supervisor

Required Knowledge, Skills and Competencies

- Knowledge of Accounting principles and practices
- Knowledge of Computer data entry
- Knowledge of The FAA Act
- Knowledge of Government procedures and policies
- The ability to effectively balance accounts
- Good interpersonal skills
- Good oral and written communication skills
- Good planning and organizing skills
- Good problem solving and decision making skills

Minimum Required Qualification and Experience

- AAT Level 1; **or**
- ACCA-CAT Level 1/Level A; **or**
- Certificate in Public Administration, UWI; **or**
- Certificate in Management Studies, UWI; **or**
- Diploma in Business Administration/Studies from a Community College; **or**
- NVQJ Level 1, Accounting; **or**
- Certificate in Accounting from an accredited University; **or**
- Certificate in Government Accounting 1; **or**
- Completion of first year in B.Sc. Degree In Accounting/Management Studies with Accounting, or BBA Degree at an accredited University; **or**
- Completion of first year of ASc. Degree in Accounting/Business Administration/Business Studies from an accredited tertiary institution.

Special Condition Associated with the Job

- Typical office environment but will be required to work long hours, after hours and on weekends and public holidays when the need arises.

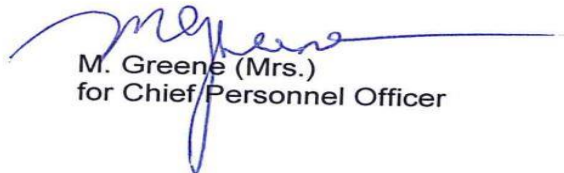
Applications accompanied by résumés should be submitted **no later than Thursday, 25th August, 2022 to:**

**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.


M. Greene (Mrs.)
for Chief Personnel Officer