



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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CIRCULAR No. 385
OSC Ref. C. 6222¹⁰

9th September, 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. **Director, Human Resource Development (GMG/SEG 3) (Vacant)**, salary range \$2,551,250 - \$3,032,634 per annum and any allowance(s) attached to the post.
2. **Customer Care Assistant (GMG/AM 1) (Not Vacant)**, salary range \$853,412 – \$1,014,438 per annum and any allowance(s) attached to the post

1. Director, Human Resource Development (GMG/SEG 3)

Job Purpose

Under the direct supervision of the Director, Human Resource Management and Development, the Director, Human Resource Development (GMG/SEG 3) manages all the functions and general operations of the Human Resource Development Section. The incumbent is also responsible for delivering or facilitating the delivery of training and staff development in keeping with the training needs of the Department.

Key Responsibilities

Management and Administrative:

- Contributes to the development and implementation of the Branch's Business/Strategic and Operational Plans and Budget;
- Plans, directs and monitors the work of the Human Resource Development (HRD) Section by developing its Unit Plan and Budget and ensuring that direct reports' Individual Work Plans are prepared;
- Develops Individual Work Plan;
- Manages the daily operations of the HRD Section to consistently provide a high level of service to clients;
- Prepares and submits activity/performance and other reports as directed;
- Represents the Department at meetings/conferences and other fora as directed;
- Provides guidance/advice to the Postmaster General, Director, HRMD and other personnel on training and development matters;
- Keeps abreast of trends and changes in training methodologies and technology, career and professional development and makes recommendations for their adoption where necessary to enhance the Department's Human Resource Service Delivery;
- Ensures the effective management of the Computer Lab and Training Room.

Technical/Professional:

- Conducts Training Needs Analysis and prepares Training Plan and Budget for the Department;
- Implements and monitors Training Plan;
- Monitors expenditure from the Training Budget and authorizes bills for payments;
- Develops implements and reviews Training and Development Policy for the Department;
- Undertakes duties and responsibilities consequent on the Delegation of Functions and makes submissions for Study Leave including Day Release to the Human Resource Executive Committee (HREC);
- Manages the processing of staff requests for time-off to pursue studies;
- Develops training programmes; ensuring relevance to the Department's goals and objectives and/or the employees' career development;
- Leads in the development of Training Manuals and other training tools;

- Oversees the development and maintenance of an effective Training Database for the Department;
- Ensures the development and maintenance of a database of training providers and resource personnel and procures their services in accordance with established procedures;
- Develops and implements a Career Planning and Counselling Programme for the Department;
- Assesses the general training needs of all categories of workers and develops strategies to fulfil these needs.
- Directs the co-ordination of local and overseas training programmes/courses;
- Liaises with relevant Government Departments/Agencies to identify general and special training opportunities and keeps employees informed of available training;
- Develops and implements strategies to evaluate the impact of training programmes on job performance;
- Establishes and implements an Employee Development Programme which provides opportunities for maximizing the potential of employees;
- Designs training programmes and materials for in-house courses in collaboration with Heads of Divisions/Branches and Units;
- Undertakes specific aspects of in-house training for selected categories of employees and coordinates the implementation of training by other officers to ensure that objectives are met;
- Directs the development and management of an Orientation Programme for all staff of the Department;
- Assists with developing and maintaining the Succession Programme for the Department;
- Assists with developing and implementing Human Resource Development and Management policies;
- Designs, administers and evaluates test instruments as part of the assessment process in the recruitment of new employees and for acting assignments.

Human Resource Management:

- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends or initiates corrective actions where necessary;
- Participates in the recruitment of staff for the Department and recommends staffing arrangements in keeping with established Human Resource Procedures and policies;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, coaching, training and mentoring;
- Takes steps to address the welfare and development needs of staff in the Unit;
- Makes provisions for direct reports to have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Ensures that direct reports are sensitized on the policies, procedures and regulations of the Public Service and Department;
- Recommends disciplinary action, leave and staffing arrangements for direct reports.
- Performs any other related duties

Required Knowledge, Skills and Competencies

- Excellent oral and written communications skills
- Change management skills
- Leadership skills
- Strategic vision
- Analytical thinking
- Good interpersonal skills
- Goal/Result orientated
- Sound planning and organizing Skills
- Problem Solving and decision-making skills
- Ability to work on own initiative
- Methodical
- Compliance
- Knowledge of the Government/Department's policies and procedure
- Knowledge of current trends in Human Resource and career development
- Knowledge of training evaluation techniques
- Knowledge of the Staff Orders and the Public Service Regulations
- Sound knowledge of GoJ's accounting/budgeting principles and practices
- Sound knowledge of Records Management
- Knowledge of Curriculum and Programmed Development

Minimum Required Qualification and Experience

- Undergraduate Degree in Human Resources Development, Management Studies, Public Administration, Business Administration or related field from a recognized tertiary institution; **plus**
- Four (4) years working experience in human resource development or training, preferably in the Public Sector, in an organization of similar size and complexity.
- Professional training in the design and delivery of training programmes or related field.

Special Conditions Associated with the Job

- May be required to work beyond regular working hours
- Spend long hours sitting and using office equipment, computers and attending sessions
- Required to travel island wide
- May be required to travel overseas

2. Customer Care Assistant (GMG/AM 1)

Job Purpose

Under the general direction of the Senior Customer Service Officer, the Customer Care Assistant (GMG/AM 1), is responsible for assisting the local and international customer in all aspects of their interaction with the Post and Telecommunications Department, with the objective of achieving the mandate of the Department.

The incumbent will also manage customer inquiries, complaints and interact with customers to provide and process information.

Key Responsibilities

Management and Administrative:

- Serves as liaison between the Department and Customers;
- Investigates and responds to customer requests/enquiries and directs requests/enquiries to appropriate staff;
- Responds to and resolves customer enquiries or complaints through the use of available and appropriate channel(s) (e.g. phone, letter mail, electronic correspondences or direct interaction etc.) in an efficient courteous and professional manner;
- Escalates complex issues and complaints to the Customer Service Manager in keeping with established standards;
- Prepares and responds to online enquires on the Global Customer Service System and I-Care System;
- Follows-up on customer enquiries not immediately resolved;
- Provides customers with Product and Service Information;
- Provides customer service related support at events as needed;
- Maintains a Portfolio of the Department's products and services;
- Maintains Database on key customers of the Department and tracks customers interface with the Department;
- Anticipates possible delays in response to customer enquiries and plans strategies to avoid or minimize them;
- Assists with responding to customer queries on Electronic Platforms including Social Media Pages as directed;
- Identifies, researches and resolves customer issues using Internal Database and Manuals;
- Collates information and prepares for submission of Monthly/Quarterly and Annual Reports;
- Maintains a log of customer complaints and queries by recording the issues and action taken;
- Liaises with internal offices and officers to resolve Customer Service Issues relating to tracking and delivery of mail items etc.;
- Collaborates with the Communications and Public Relations Branch, updates relevant database with information relevant to the customers;
- Ensures that Compensation related claims/enquiries are managed and submitted to the

- relevant Section(s) for processing and customers are updated of the process flow;
- Documents trends observed and alerts the supervisor of trends in customer feedback/communication;
- Ensures an orderly routing of correspondence from the Customer Service Unit to other Units;
- Recommends process improvements through the established channel;
- Adheres to Customer Service Guidelines and Charter and recommendation from the Quality Assurance Unit;
- Ensures critical success factors are identified and meets expectations;
- Prepares quarterly and/or Annually Customer Service Reports in accordance with established standards.

Information Desk/Front Desk:

- Greets and welcomes customers to the Department and directs them to the appropriate office/officer or respond to their queries;
- Receives and distributes packages and articles of mail delivered;
- Delivers courteous treatment of all staff and visitors to the Department;
- Ensures Reception Area is welcoming with all necessary stationery and material (pens, forms, brochures etc.);
- Manages the customers' enquiries and complaints and have them recorded;
- Maintains professionalism and courteous conduct at all times;
- Maintains the PTD's Corporate Image;
- Performs any other related duties assigned by Supervisor.

Required Knowledge, Skills and Competencies

- Knowledge of Post Industry and its Operations
- Knowledge of the Government/Department's policies and procedure
- Good knowledge of Customer Service techniques, practices
- Good knowledge of Records Management
- Excellent oral and written communications skills
- Managing the Client Interface
- Integrity
- Proficiency in the relevant computer software applications

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 Management Studies, Public Administration, Business Administration or related area from an accredited tertiary institution;
- Certificate/Training in Customer Service and Telephone Ethics
- Two (2) years related work experience.

OR

- 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;
- Certificate/Training in Customer Service and Telephone Ethics
- Four (4) years related work experience.

Special Conditions Associated with the Job

- Required to assist all customers efficiently, professionally and with courtesy, including disgruntled customers
- The environment is fast-paced, increased interaction with diverse stakeholders required.
- Normal office environment.

Applications accompanied by résumés should be submitted **no later than Thursday, 22nd September, 2022 to:**

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

Email: hrunit@jamaicapost.gov.im

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**