



**OFFICE OF THE SERVICES COMMISSIONS**  
(CENTRAL GOVERNMENT)  
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING  
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**CIRCULAR No. 475**  
**OSC Ref. C.6222<sup>10</sup>**

**7<sup>th</sup> November, 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 the following **vacant** posts in the **Postal Corporation of Jamaica**:

1. **Revenue Manager (FMG/PA 3)**, salary range \$2,551,250 - \$3,032,634 per annum and any allowance(s) attached to the post.
2. **Information Manager (MIS/IT 6)**, salary range \$2,138,484 - \$2,541,986 per annum and any allowance(s) attached to the post.
3. **Special Projects Co-ordinator (GMG/SEG 1)**, salary range \$1,640,253 - \$1,949,746 per annum and any allowance(s) attached to the post.
4. **Sales and Marketing Officer (GMG/SEG 1)**, salary range \$1,640,253 - \$1,949,746 per annum and any allowance(s) attached to the post.
5. **Administrative Assistant 2 (GMG/AM 4)**, salary range \$1,467,234 - \$1,744,080 per annum and any allowance(s) attached to the post.
6. **Customer Service Officer (GMG/AM 3)**, salary range \$1,229,060 - \$1,460,966 per annum and any allowance(s) attached to the post.

**1. Revenue Manager (FMG/PA 3)**

**Job Purpose**

The incumbent is responsible for the management of the daily operations of the Financial Accounting Unit, providing technical advice to the Director, Finance and Accounts, on all financial accounting matters relating to the Expenditure and Revenue Budgets and all other funds and assets under the control of the Postal Corporation. This must be done in adherence to the Public Body Management Act and Financial Administration and Audit (FAA) Act and other GoJ Regulations.

**Key Responsibilities**

***Management and Administrative:***

- Assists the Director, Finance and Accounts, in the development and execution of an effective and efficient control system;
- Participates in the preparation of the Division's Operational Plan and Budget;
- Develops Work Plans for the Unit;
- Ensures that Individual Work Plans are developed, signed and submitted for supervisees;
- Evaluates and reports on the status of activities within the Unit in conjunction with target set out in the Corporate and Operational Plans;
- Participates in the preparation of the Division's Report for delivery at Senior Management Meetings;
- Prepares and submits periodic reports to the Principal Finance Officer on the performance of the Unit or any specific issue and problem;
- Develops and maintains proper systems of internal control and ensures that they are adhered to.

***Technical/Professional:***

- Creates and maintains cross functional work groups to monitor and provide guidance in financial and accounting operations;
- Establishes proper accounting systems and ensures procedures are in place to accurately capture financial accounting data in the period to which they relate;

- Conducts tests to ensure that all Accounts Payable and Accounts Receivable are being accurately captured and brought to account within the period to which they relate;
- Ensures that there is a proper system for checking, certification and authorization for each item of expenditure in accordance with the prescribed conditions of the FAA Act and other GoJ Regulations;
- Ensures that there are proper systems in place to ensure the accurate computation and payment of salaries;
- Ensures that all bills are paid and other commitment honoured;
- Monitors and reviews actual expenditure against budgeted provision to ensure that total expenditures are kept within the warrants and according to agreed priorities;
- Manages the preparation and maintenance of monthly and annual accounts, inclusive of project accounts;
- Oversees the preparation and disbursement of all statutory and other approved deductions to relevant agencies/parties;
- Ensures prompt reconciliation of all bank balances;
- Requests statements of revenue collections, analyzes trends of actual against approved Budget and prepares Monthly Reports;
- Ensures the preparation of Monthly and Annual Financial Reports in respect of both expenditure and revenue;
- Assists in the Budget and Cost Management Section in the scrutiny of budget proposals from agencies that are fully or substantially funded by the Budget;
- Liaises with agencies and requests monthly statements of expenditure and revenue to ensure that their allocations supports and reflects their needs and are in keeping with the approved targets.

***Human Resource Management:***

- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends and/or initiates corrective action, where necessary, to improve performance and or attain established personal and/or organizational goals through the development of Work Plans;
- Participates in the recruitment of staff for the Division/Unit and recommends transfer, promotion, termination and leave in accordance with established Human Resource policies and procedures;
- Assists with the development and implementation of a Succession Planning Programme for the Division/Unit, in collaboration with the Human Resource Division, to facilitate continuity and the availability of required skills and competencies to meet the needs of the Division;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Ensures the welfare and developmental needs of staff in the Division/Unit are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Division's and organization's goals.

***Other:***

- Sits on Committees;
- Performs any other related duties assigned by the Director, Finance and Accounts or CEO.

**Required Knowledge, Skills and Competencies**

- Excellent knowledge of accounting principles and practices, as well as Public Administration
- Expert knowledge and experience in the GOJ Budget preparation process
- Expert knowledge of the GOJ's Accounting Standards
- Knowledge of Management Accounting Principles
- Knowledge of accrual accounting principles and International Financial Reporting Standard requirements
- Expert knowledge of the FAA Act and Regulations
- Excellent knowledge of the MOF&PS' overall Strategic Plan and its responsibilities with respect to achieving its targets
- Good knowledge of the Post Office Act
- Good knowledge of the Public Bodies and Management Accountability Act
- Good knowledge of the PostCorp's products and services
- Knowledge of Government Procurement Policies
- Proficient in Computer Application (Excel, Access, Word, etc.)
- Knowledge of negotiation principles and practices

- Sound integrity
- Good oral and written communication skills
- Good interpersonal skills
- Good problem-solving and decision-making skills
- Initiative
- Adaptability
- Customer and Quality Focus
- Ability to work in a team
- Technical skills
- Analytical thinking and strategic vision
- Financial and Business Acumen
- Change management skills
- Able to manage external relationships
- Good people management and leadership skills
- Methodical
- Goal/Results oriented
- Compliance
- Change management skills
- Good planning and organizing skills
- Impact and influence

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

- Bachelor of Science Degree in Accounting or Management or Business Administration from a recognized institution with extensive experience in Government Accounting and Financial Management, plus three (3) years' post qualification experience in senior management positions;
- or**
- ACCA Level 2, with extensive experience in Government Accounting and Financial Management, plus three (3) years' experience in at a supervisory level;
- or**
- Associate of Science Degree in Accounting, MIND, along with the completion of revised Certificate in Government Accounting Course, with extensive experience in Government Accounting and Financial Management, five (5) years' experience in at a supervisory level.

## **2. Information Manager (MIS/IT 6)**

### **Job Purpose**

The incumbent is responsible for Internet and Network connectivity across postal points, island-wide. The incumbent will ensure adherence to best practices and proven methodologies to promote continuous information operations and the integration of new value-added technical services and technology. The incumbent is responsible for a mission-critical service requiring stability, reliability and performance optimization. The responsibilities include LAN/WAN availability, server and network hardware, software and related applications. The incumbent will provide technical expertise.

### **Key Responsibilities**

#### ***Management/Administrative:***

#### ***Strategic/Administrative Support:***

- Participates in the Strategic and Operational Planning of the Organization;
- Contributes to the preparation and/or revisions of the Operational and Unit Plans;
- Attends Departmental Meetings, Conferences and Seminars.

#### ***Technical/ Professional:***

- Provides network design, implementation, definition and co-ordination of standards, project management and technology research;
- Develops, maintains and supports LAN and multi-site enterprise WAN architecture, to support the strategic objectives of the organization;
- Monitors, assesses and reports on network and server bandwidth and resource utilization;
- Co-ordinates and executes upon approved adjustments and changes that increase performance and availability;
- Prepares and maintains documentation of network configurations and cabling layouts;
- Manages all related vendor support contracts for network hardware, software and connectivity;

- Designs, deploys and administers the wireless infrastructure and supporting systems;
- Recommends upgrades, patches, new applications and equipment;
- Trains Team Members on new hardware or software;
- Develops and monitors policies for the use of network resources;
- Monitors Network to ensure optimal performance;
- Creates and maintains Network users/permissions;
- Administers firewalls and Internet VPNs;
- Sets up and configures server hardware;
- Integrates the IP Telephony System with enterprise LAN, WAN, wireless LAN and other Internet-based services and protocols;
- Ensures integrity and availability of data through continuous assessment of data backup operations;
- Provides advance notification of all planned system and network outages and sets realistic expectations on availability;
- Co-ordinates and manages communication with stakeholders during all unplanned outages and incidents;
- Completes, maintains and processes pertinent paperwork and records.

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

- Manages the human resources assigned to the Unit in accordance with best practices and in particular, must be competent in recruitment of technical staff;
- Ensures that the Performance Management and Appraisal System is operated and that staff are given effective and timely feedback;
- Develops and monitors Job Descriptions and Work Plans for members of staff;
- Performs any other related duties as directed by Director.

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

- Sound integrity
- Good oral and written communication skills
- Customer and Quality Focus
- Methodical
- Good problem-solving and decision-making skills
- Ability to work in a team
- Initiative
- Adaptability
- Good interpersonal skills
- Goal/Results oriented
- Compliance
- Excellent use of technology
- Technical skills
- Able to manage external relationships
- Good people management and leadership skills
- Good planning and organizing skills
- Financial and Business Acumen
- Analytical thinking and strategic vision
- Change management skills

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

- Bachelor of Science Degree in Computer Studies/Information Technology from an accredited tertiary institution, with prior experience with IT Service Management and/or IT Asset Management Tools;
- Cisco Certification or other equivalent Industry standard;
- Seven (7) year's related work experience in Network Administration.

#### **Special Conditions Associated with the Job**

- May be required to work long and unscheduled work hours to meet critical deadlines;
- Extensive travelling;
- Must be the holder of a valid Driver's Licence and own or operate a reliable motor vehicle.

### **3. Special Projects Co-ordinator (GMG/SEG 1)**

#### **Job Purpose**

Under the direct supervision of the Director, Business Development and Special Projects, the Special Projects Co-ordinator will be required to:

- Analyze and appraise project proposals/business plans and recommend those that are suitable for consideration;
- Monitor all phases of the project cycle and the progress of all projects undertaken by the Corporation/Department;
- Undertake post evaluation of completed projects and drafts and monitor agreements;
- Monitor business planning process, including sale cycle for initiatives undertaken by the Corporation.

The Business Development and Special Projects Unit will be required to work closely with the Commercial Service and Marketing Unit in order to achieve established Strategic/Operational Objectives within the Corporation, Department and the wider Postal Industry.

#### **Key Responsibilities**

##### ***Management /Administrative:***

- Collaborates with direct supervisor in the preparation, signing and submission of the Individual Work Plan;
- Prepares monthly reports on a timely basis;
- Attends Departmental meetings as instructed by the Commercial Services Manager.

##### ***Technical/Professional:***

- Integrates the activities of single or multiple, major project operations; ensures that project efforts are generally cohesive, consistent, and effective in supporting the Corporations Mission, goals and Strategic Plan/Objectives;
- Prepares for review, in conjunction with the Director, terms and general conditions of all projects to be adopted and implemented;
- Liaises with executing and planning partners on an ongoing basis throughout the various stages of the project cycle;
- Maintains strict adherence to the budgetary guidelines, as well as quality, safety and security standards;
- Periodically inspects sites/venues hosting each project;
- Contributes to the development of policies, strategies and operating objectives consistent within the Organization and the broader Industry to support the timely implementation of the project;
- Participates in and oversees the development, implementation and maintenance of individual project objectives and short and long-range plans; develops tracking and evaluation programmes to assist in the accomplishment of established project goals and objectives;
- Assists with managing and administering a large, diverse team of professional/technical and support staff, both directly and through lower level managers and supervisors, if required;
- Assists in managing the working relationships on behalf of the Corporation with external stakeholders;
- Consults, co-ordinates and serves as a key liaison between the Corporation, Ministries, Agencies and Departments on strategic matters of policy relating to implementation of the project(s);
- Collaborates with Directors to establish programmatic goals and priorities for the Industry;
- Assists with managing the annual Budgets for projects and performs periodic cost and productivity analyses;
- Recommends and participates in the development of the Corporation's wider policies and procedures and may serve on Corporation's Planning and Policy-Making Committees;
- Assists with developing and administering Budgets and Business Plans for project development and deployment at an institutional level;
- Maintains currency of knowledge with respect to the Corporation's strategic directions and plans;
- Follows through to implement special projects from procurement and management of Consultants and other resources through to evaluation and monitoring of results and/or impact;
- Provides intermittent updates and reports to the Director on the progress of projects, obstacles being faced and recommendations for shifts and adjustments as appropriate;
- Performs any other duties assigned by the Director.

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

- Excellent Project Writing, Appraisal and Monitoring and Evaluation skills
- Working knowledge and understanding of Government machinery, systems management and performance monitoring for regulatory bodies in Jamaica
- Working knowledge and understating of government procurement and contract management
- Work knowledge of Business Development with proven ability to develop and implement a business plan
- Good knowledge of relevant computer applications
- Knowledge of the Public Bodies Management and Accountabilities Act
- Knowledge of Project Management
- Knowledge of Business Forecasting
- Knowledge of Universal Postal Union Security Standards
- Knowledge of Post Office Act (1941)
- Knowledge of the FAA Act and its instructions
- Proficiency in MS Office and CRM software (e.g. Salesforce)
- Sound integrity
- Good oral and written communication skills
- Customer and Quality Focus
- Methodical
- Good problem-solving and decision-making skills
- Ability to work in a team
- Impact and influence
- Initiative
- Goal/Results oriented
- Compliance
- Adaptability
- Good interpersonal skills
- Analytical thinking and strategic vision
- Financial and Business Acumen
- Good use of technology
- Good planning and organizing skills
- Good people management and leadership skills
- Change management skills
- Able to manage external relationships
- Technical skills

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

- Bachelor's Degree in Business Administration or other equivalent professional qualification;
- Specialized training in Project Writing, Appraisal, Monitoring and Evaluation and General Project Management;
- Three (3) years' experience in Project/Programme Management or related activities.

### **Special Conditions Associated with the Job**

- May be required to work long and unscheduled work hours to meet critical deadlines;
- Must be the holder of a valid Driver's Licence and owner of a reliable motor vehicle.

## **4. Sales and Marketing Officer (GMG/SEG 1)**

### **Job Purpose**

Under the direct supervision of the Manager, Sales and Marketing, the Sales and Marketing Officer strategically develops and implements the Marketing and Communications Programmes.

The incumbent is responsible for building brand awareness and increase sale of products and services locally and internationally, which include, but not limited to Zip Mail, Fast Track, Express Mail Service and Klick N Ship.

## **Key Responsibilities**

### ***Management/Administrative:***

- Collaborates with Supervisor in the preparation, signing and submission of the Individual Work Plan;
- Participates in the development and implementation of the strategic direction of the Post and Telecommunication Department;
- Participates in the development of the Unit's Budget and Operational and Divisional Plans;
- Keeps abreast of trends and developments in sales and marketing and recommends relevant adoption, where appropriate;
- Prepares monthly reports;
- Represents the Unit/Department at meetings/conferences and other functions as necessitated.

### ***Technical/Professional:***

#### ***Sales:***

- Reviews and analyzes sales performance against quota and plans to determine effectiveness;
- Prepares periodic sales report showing volumes, potential sales and volumes, potential sales and areas for expansion of client base;
- Monitors product and services, sales and marketing activities;
- Establishes and maintains relationship with key Industry stockholders;
- Establishes and maintains a consistent Corporate image throughout all product line and promotional events, as well as material;
- Keeps records of sales, revenues, invoices, etc.;
- Identifies, evaluates, solicits and follows-up with target through multiple communications and marketing methods (e.g. Cold calling, conference attendance, social media, public relations, drip campaigns, presentations, etc.);
- Solicits feedback from customers and presents After Sales Report;
- Directs sales forecasting activities and sets performance goals accordingly;
- Directs market channel activities and co-ordinates sales and marketing initiatives;
- Represents the Department at trading events to promote products;
- Meets with key clients, negotiates and maintains relationships.

#### ***Marketing:***

- Assists in the development of a Strategic Marketing Plan;
- Assists the development and execution of the Operating Plan, including management of brand performance;
- Assists in the development of sales support materials, including brochures, presentations and also Website content;
- Assists in product positioning packaging and pricing strategies to increase market share;
- Develops all Strategic and Tactical Marketing Initiatives and Plans for PostCorp products and services, which include, but not limited to Zip Mail, Fast Track, Express Mail Service, Klick and Ship, and Philately;
- Assists with the development and implementation of Marketing/Media Plans that include print, online, video, tradeshow and social networking opportunities;
- Assists with development brand concept and strategies;
- Assists with the development of marketing research to identify effective promotional methods and negotiate media contracts;
- Recommends new media opportunities (print, events, online, advertorials);
- Ensures all advertisements are trafficked to the appropriate publications and online venues;
- Organizes and streamlines service offerings into customer friendly concepts;
- Liaises with printers/publishers and other promotional vendors;
- Manages and ensures consistent branding across all Office locations;
- Performs other related duties assigned from time to time.

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

- Knowledge of business and management principles involved in strategic planning, resource allocation and production methods
- Knowledge of principles and methods for showing, promoting and selling products or services
- Good strategic social media and sales skills
- Proficiency in Microsoft Office Suite and other programme applications appropriate to assigned responsibilities
- Good knowledge of Government/Department's Policies and Procedures

- Knowledge of Records Management principles and practices
- Knowledge of Industry best practices
- Knowledge of the PostCorp products and Services
- Good knowledge of the Post Office Act, Universal Postal Union guidelines and Customs Act and Regulations
- Excellent oral and written communication skills
- Customer and Quality Focus
- Methodical
- Good problem-solving and decision-making skills
- Ability to work in a team
- Impact and influence
- Strategic vision
- Financial and Business Acumen
- Analytical thinking
- Excellent use of technology
- Good planning and organizing skills
- Excellent people management and leadership skills
- Technical skills
- Integrity
- Goal/Results oriented
- Initiative
- Adaptability
- Compliance
- Excellent interpersonal skills
- Able to manage external relationships
- Change management skills

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

- Bachelor of Science Degree in Sales and Marketing, Business Administration or related field, with two (2) years' experience in the Industry with proven work experience in the field;
- OR**
- Associate Degree in Sales and Marketing, Business Administration or related field with four (4) years' experience in the Industry with proven work experience in the field.

#### **Special Conditions Associated with the Job**

- Works in standard office building environments;
- Must be able to lift up to 50 lbs, on occasions;
- Must be able to pack and assemble tradeshow booth;
- Must be willing to travel and work overtime, when the need arises.

### **5. Administrative Assistant 2 (GMG/AM 4)**

#### **Job Purpose**

Under the general direction of the Senior Director, Operations, the Administrative Assistant 2 is required to independently manage, organize, monitor and execute a wide variety of highly responsible secretarial and administrative duties pertaining to the operations of Postal Corporation of Jamaica, while exhibiting a high level of confidentiality.

#### **Key Responsibilities**

##### ***Management and Administrative:***

- Co-ordinates and implements office services activities, such as purchases and record control;
- Organizes and schedules all office activities;
- 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 Administrative areas of the Office of the Senior Director, Operation;
- Assists in the development of Budgets and Monthly Cash flows.



**Technical/Professional:**

- Organizes and manages the schedule of the Senior Director, Operations; monitors and updates planned programmes, appointments and activities;
- Analyzes submissions/correspondence to the Senior Director, Operations, and manages their processing, including preparing acknowledgement, initiating investigations and routing to Corporation/Department and personnel;
- Pursues appropriate follow-throughs to ensure matters are attended and apprises the Chief Executive Officer accordingly;
- Participates in administrative planning of the office to ensure that maintenance of commitments and deadlines are kept;
- Assists with the preparation of official documents including Board Reports, Corporate and Organizational Plans, Statistical Data, Annual Reports and co-ordination of various reports;
- Monitors and updates activities and appointment for the Senior Director, Operations;
- Attends Board Meetings bi-monthly, reproduces the Minutes and ensures follow-through with post meeting decisions and actions;
- Assists with co-ordinating, collecting and arranging delivery of reports and documents from the Board and works with the Corporate Secretary/Legal Officer and Assistant Manager to ensure timely distribution to Board Members for review prior to meetings;
- Assists in organizing the preparation of Sub-Committee Reports for Board Meetings;
- Researches and compiles data, information and confidential files as requested;
- Locates and compiles information and formats reports, graphs, tables, records and other sources of information;
- Ensures that all correspondence received in the office are promptly processed and appropriate follow-ups pursued;
- Drafts response to routine matters, proof-reads for accuracy and ensures they are dispatched;
- Ensures that meetings arrangements are planned and efficiently co-ordinated;
- Keeps the Director up to date on the status of Project Assignment, Consultants Contracts, and Annual Reports;
- Maintains the Attendance Register for Senior Managers and Secretaries assigned to the Administrative Block;
- Types, formats/produces documents using the relevant computer software;
- Performs any other related duties assigned by Supervisor.

**Required Knowledge, Skills and Competencies**

- Sound background in administrative or office management
- Sound research skills
- Proficient in the use of standard computer applications
- Knowledge of web-based research techniques
- Knowledge of the operations of Government
- Knowledge of Post Office Act
- Knowledge of the Public Bodies and Management Accountability Act
- Knowledge of FAA Act and Government policies and practices
- Knowledge of the Postal Industry and its Operations
- Knowledge of Government procurement policies
- Knowledge of Records and Information Management
- Sound integrity
- Good oral and written communication skills
- Compliance
- Good interpersonal, problem-solving and decision-making skills
- Adaptability
- Ability to work in a team
- Goal/Results oriented
- Customer and Quality Focus
- Initiative
- Good use of technology
- Good planning and organizing skills
- Methodical
- Analytical thinking
- Social skills
- Able to manage external relationships
- Strategic vision
- Good leadership skills
- Technical skills

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

- Associate Degree in Management Studies or Diploma in Administrative Management or Office Administration, with two (2) years' experience in the Administrative or related environment;
- OR**
- Certificate in Administrative Management Level 3 from MIND or a recognized institution, with five (5) years' experience at the administrative or related field.

### **Special Conditions Associated with the Job**

- May be required to work beyond regular working hours;
- May be required to travel locally.

## **6. Customer Service Officer (GMG/AM 3)**

### **Job Purpose**

Under the direct supervision of the Senior Commercial Services Officer, the Customer Service Officer is responsible for providing the general public with assistance regarding in all aspects of their interaction. The incumbent manages customer inquiries and complaints and interacts with customers. The incumbent also provides and processes information and maintains customer relationship through delivery of superior customer service at all time.

The incumbent also crosses, upsells and promotes the Corporation's products.

### **Key Responsibilities**

#### ***Administrative:***

- Develops Individual Work Plan in consultation with Supervisor;
- Participates and attends meetings and training as directed;
- Keeps abreast of guidelines, policies, procedures and legislation impacting deliverables.

#### ***Technical/Professional:***

- Ensures that emails are sent to all customers with outstanding invoices for incoming packages;
- Ensures that the customers with outstanding invoices are called and reminded to submit their invoices/receipts to facilitate custom clearance;
- Assists Post Offices with internet issues with the updating of Klick 'N' Ship Billing Systems, as follows:
  - ✓ Register and Trigger packages received
  - ✓ Provides Post Offices with the amount to be collected for each package based on system information
  - ✓ Post Payments for packages delivered;
- Informs the Senior Commercial Services Officer of discrepancies relating to packages that are not entered on the system:
  - ✓ Packages that are received but not on the manifest
  - ✓ Packages that are received in error from overseas partners
  - ✓ Packages that are detained;
- Logs into the Freight Forwarder's System and monitors "Warehouse Receipts" as follows:
  - ✓ Examines UNKNOWN Folder three (3) times daily to identify packages that belong to Klick 'n' Ship. Packages are identified by using customer name or tracking number
  - ✓ Monitors shipments that arrived with Incorrect Name: the name on the shipment is different from the name registered for the Mailbox #
  - ✓ Prepares weekly report
  - ✓ Releases packages that are on hold so that they can be shipped on the next flight, based on customer's instructions
  - ✓ For Packages that arrived without Box Number (ANC) – contact customer via email to remind them of using their Box # for all shipments
  - ✓ When packages are received damaged or with missing components: contact customer via email for instructions to ship or abandon the package
  - ✓ Contact customers and request that they upload their invoices/receipts to facilitate a smooth custom clearance
  - ✓ Contact customers and encourage them to pre-alert their shipments and upload their invoices
  - ✓ Prepare weekly report;

- Responds to customer requests/enquiries and directs requests/enquiries to appropriate staff;
- Deals quickly and efficiently with customer enquiries or complaints by phone, post, electronic corresponds or direct interaction;
- Follows-up on customer enquiries not immediately resolved;
- Provides customers with product and service information;
- Assists with responding to customer queries on electronic platforms, including social media pages, as directed;
- Maintains professionalism and good conduct at all times;
- Recognizes, documents and alerts the supervisor of trends in customer feedback/communication;
- Recommends process improvements through the established channel;
- Adheres to customer service guidelines and recommendation from the Quality Assurance Unit.

***Other:***

- Acts as brand ambassador as required;
- Performs any other related duties assigned from time to time.

**Required Knowledge, Skills and Competencies**

- Excellent knowledge of customer service principles and practices
- Knowledge of the concept of Cross and Up sell
- Proficiency in Microsoft Office suite and other programme applications appropriate to Assigned responsibilities
- Knowledge of Government/Department's policies and procedures
- Knowledge of Records Management principles and practices
- Knowledge of Jamaica Customs Agency procedures relating to clearance
- Working knowledge of the Post Office Act, Universal Postal Union guidelines and Customs Act and Regulations
- Sound integrity
- Good oral and written communication skills
- Customer and Quality Focus
- Methodical
- Good problem-solving and decision-making skills
- Ability to work in a team
- Impact and influence
- Compliance
- Adaptability
- Good interpersonal skills
- Strategic vision
- Financial and business acumen
- Analytical thinking
- Good use of technology
- Good planning and organizing skills
- Good leadership and people management skills
- Able to manage the client interface
- Technical skills
- Change management skills

**Minimum Required Qualification and Experience**

- Associate Degree or Diploma in Public Administration/Management Studies, Business Administration or equivalent;
- Professional Certificate in Customer Service;
- Two (2) years' work experience, one (1) year of which should be in a similar field.

Applications accompanied by résumés should be submitted **no later than Friday, 18<sup>th</sup> November, 2022 to:**

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

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.

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