



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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8th March, 2023

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 **Post and Telecommunications Department**:

1. **Corporate Secretary/Legal Officer (JLG/LO 3) - Office of the Chief Executive Officer Unit**, salary range \$2,848,799 – \$3,386,327 per annum and any allowance(s) attached to the post.
2. **Special Projects Co-ordinator (GMG/SEG 1) - Business Development and Special Projects Unit**, salary range \$2,735,387 - \$3,678,791 per annum.
3. **Commercial Services Officer (GMG/AM 4) - Commercial Services and Marketing Unit**, salary range \$2,190,302 – \$2,945,712 per annum.
4. **Customer Service Officer (GMG/AM 3) - Commercial Services and Marketing Section**, salary range \$1,753,837 - \$2,358,715 per annum.

1. Corporate Secretary/Legal Officer (JLG/LO 3)

Job Purpose

The Corporate Secretary is responsible for the efficient and effective administration of the governance function of the Postal Corporation of Jamaica Board. The incumbent ensures compliance with statutory and regulatory requirements, and that the decisions of the Board of Management (BoM) are implemented and corporate matters advanced.

The incumbent is the primary source of advice on the conduct of business and ensures that the Corporation complies with financial and legal best practices and maintains standards of sound corporate governance. Also, the incumbent is responsible for providing legal advice and guidance to the Chief Executive Officer (CEO) and Board of Directors on all major legal issues, major opinions, legal review of documents and briefings/correspondence prepared for senior officials.

Key Responsibilities

Technical/professional:

Legal:

- Provides legal advice and guidance to the Chief Executive Officer and all Divisions of the Corporation including guidance on all major legal issues, major opinions, legal review of documents and briefings/correspondence prepared for senior officials;
- Advises and engages Directors, CEO and other staff about changes in international and other obligations based on ongoing research;
- Prepares, peruses and vets Contracts, Lease Agreements and other legal documentation;
- Provides general legal advice to the Corporation on all aspects of the law as it affects the Corporation's Operations;
- Instructs the Attorney General's Chambers on behalf of the Corporation;
- Functions as a liaison between the Corporation and other Legal Departments such as the Office of the Director of Public Prosecution, Attorney General Chambers, Jamaica Customs Agency, Legal Reform Division and the Chief Parliamentary Counsel, among other Ministries, Departments and Agencies (MDA);
- Makes recommendations to the relevant officers of the Corporation to undertake investigations, as well as preparation of statements, affidavits to facilitate the proper representation of the Corporation in litigious matters;
- Oversees the development of new and amended legislation and attendant policies and guidelines;
- Prepares and reviews Drafting Instructions and Draft Bills related to Postal Reform;
- Prepares and reviews Cabinet Submissions.

Corporate Secretary:

- Ensures that the members of the Postal Corporation of Jamaica, and the Board of Management (BoM) receives proper advice and resources for discharging their fiduciary duties to stakeholders under the law and the records of the Board's actions reflect the proper exercise of those fiduciary duties;
- Operates as an active partner with Board Members to ensure the Board's effectiveness and good governance i.e. an Advisor to the Board to ensure that policy and intent are manifested correctly; a resource to provide trends and information;
- Develops and administers the Corporation's Corporate Governance Principles and Guidelines and provides advice on Corporate Governance issues to the BoM, Director, Senior Executives and Managers;
- Develops and implements corporate procedural and administrative systems that focus on compliance matters and Corporate Governance affairs in supporting the Successful Operations of the Corporation;
- Oversees the creation of an effective Corporate Record-Keeping System, ensuring that records are accurate, filed, indexed, and kept up-to-date, protected and accessible, all-in accordance with the law and compliance requirements;
- Co-ordinates the preparation for all meetings of the BoM and Board Subcommittees; prepares and distributes Board/Committee preparatory papers, Minutes, briefing material, meeting agendas, notifications, and so on;
- Prepares reports on outstanding agenda items and takes all necessary action to ensure that the information is provided in a timely manner for consideration by the Board/Committee Members;
- Attends Board and Committee Meetings, records Minutes and prepares final documents for distribution, highlighting Board and Committee decisions and/or information items, actions and directives;
- Contributes to meeting discussions as required, advises members of the legal, governance, accounting and tax implications of proposed policies, and updates relevant policies, where necessary;
- Ensures the accuracy of the Minutes, reports, decisions etc. touching and concerning the operations of the Board;
- Collates information, prepares correspondence, and writes reports, ensuring that the decisions made, and the actions to be taken by the Corporation are communicated to the relevant stakeholders;
- Manages project deadlines for the BoM and assists in the development of quality standards for consistent reporting;
- Organizes and maintains an Annual Timetable and Diary of key meetings for the Corporation's BoM and Board Sub-committees;
- Serves as a focal point for communication with and between the BoM and Senior Executives, managers and the Corporation's stakeholders;
- Fosters an environment of teamwork and unity of purpose between the BoM and Senior Executives, Managers and staff of the Corporation;
- Monitors changes in relevant legislation and the regulatory environment and takes appropriate action;
- Oversees and co-ordinates the Organization, interpretation and auditing of the Corporation's Annual Financial Accounts, signs off on the accounts and submits the Annual Report to the appropriate body within the deadline date stipulated by the Public Body Act and other relevant Act, Regulations and Standards;
- Provides custodial services of the Corporation's Seal Book and Corporate Seal; ensures that the Corporation Seal is apply to document as required;
- Co-ordinates the payment of fees to Directors and ensures proper payment records are maintained; ensures all payments made are in line with Government requirements;
- Develops and delivers relevant Orientation and Training to the members of the BoM, Senior Executives and Managers.
- Represents the Corporation in an official capacity, as required.

Human Resource Management:

- Plans, organizes and directs the work of the Unit by overseeing the development of performance targets for the Unit and staff (Unit Plan) based on the Divisional Operation Plan;
- Ensures that the Unit's staff have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Provides leadership and guidance through effective planning, delegation, communication, training, mentoring, coaching and disciplinary action;
- Participates in the hiring of staff for the Unit;
- Recommends transfer, promotion, termination and leave in accordance with established Human Resource Policies and Procedures;

- Identifies competencies/skills gaps and collaborates with the Manager, Training and Development, to develop and implement Staff Development and Succession Plans for the Unit to ensure adequate staff capacity;
- Monitors job's specific and environmental factors, implements and promotes Health and Safety policies and mitigates and minimizes workplace hazards;
- Monitors the performance of staff and ensures effective and objective staff performance management, through timely and accurate completion of the staff appraisal process, including periodic reviews;
- Ensures the welfare of Unit staff are clearly identified and addressed;
- Performs any other related duties that may be assigned from time to time by the Chairman of the Board or the Chief Executive Officer.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Customer and quality focus
- Methodical
- Good problem-solving and decision-making skills
- Teamwork and co-operation
- Impact and Influence
- Initiative
- Goal/Results Oriented
- Integrity
- Compliance
- Adaptability
- Good interpersonal skills

Functional/Technical:

- Strategic Vision
- Financial and Business Acumen
- Good analytical thinking skills
- Good use of Technology
- Good planning and organizing skills
- Good leadership skills
- Technical skills
- People Management
- Managing Partnership
- Change Management
- Managing The Client Interface
- Managing External Relationships
- Good knowledge of Jamaica Public Body Corporate Governance statutes and policies
- Good knowledge of business and contract law principles and commercial practices
- Sound understanding of governance processes and procedures
- Knowledge of board and committee procedures and experience in minute taking
- Good knowledge of company law
- Competent in computer usage and the Microsoft Office Suite of programmes (including Word, Excel and Power Point)
- Proven track record in the design, development, and implementation of corporate procedural and administrative systems, processes and procedures.

Minimum Required Qualification and Experience

- Bachelor of Laws Degree and Certificate in Legal Education;
- Three (3) years' experience, two (2) of which should be in the Public Service;
- Three (3) years relevant experience or exposure to conveyancing contracts, tort and company law;
- Practical experience and/or professional certification as a Corporate Secretary will be an asset;
- Certification in Governance would be an asset.

Special Condition Associated with the Job:

- May be required to work long and unscheduled work hours to meet critical deadlines.

2. 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:

- Analyzes and appraise Project Proposals/Business Plans and recommends those that are suitable for consideration
- Monitors all phases of the project cycle and the progress of all projects undertaken by the Corporation/Department
- Undertakes post evaluation of completed projects and drafts and monitors agreements
- Monitors Business Planning process, including sale cycle for initiatives undertaken by the Corporation.

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;
- Prepare 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;
- Inspects sites/venues hosting each project periodically;
- 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/manages 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 Department 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 Corporation 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 related duties that may be assigned from time to time by the Director.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Customer and quality focus
- Methodical
- Good problem-solving and decision-making skills
- Teamwork and co-operation
- Impact and Influence
- Ability to use own initiative
- Goal/Results Oriented
- Integrity
- Compliance
- Adaptability
- Good interpersonal Skills

Functional/Technical

- Strategic Vision
- Financial and Business Acumen
- Analytical Thinking skills
- Good use of Technology
- Good planning and organizing skills
- Good leadership skills
- People Management
- Managing Partnership
- Change Management
- Managing the Client Interface
- Managing External Relationships
- Technical skills
- 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 Financial Administration and Audit (FAA) Act and its instruction

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;
- Proficiency in MS Office and CRM software (e.g. Salesforce);
- Three (3) years' experience in Project/Programme Management or related activities.

Special Condition Associated with the Job:

- May be required to work long and unscheduled work hours to meet critical deadlines;
- A valid Driver's License and ownership of a motor vehicle is required for this post.

3. Commercial Services Officer (GMG/AM 4)

Job Purpose

Under the supervision of the Senior Commercial Services Officer, the incumbent is responsible for the effective monitoring of Commercial Services throughout the postal network. The incumbent manages queries received from the postal staff and seek to resolve same by providing accurate and timely information.

Key Responsibilities

Management/Administrative:

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

Technical/Professional:

- Provides any assistance that is needed by the Corporate Mail Processing Unit to ensure that Corporate Zip Mail items are processed on a timely basis;
- Ensure that Branch Managers are informed of discrepancies based on report received from Main Register;
- Makes contact with Post Offices on a weekly basis or as instructed by Supervisor, (based on information from JaMail Tracker);
- Queries reasons for locations keeping undelivered Zip Mail over 5 days;
- Reminds locations that items should not be sent to Non-Zip Mail location;
- Provides clarifications to Post Offices on Zip Mail and its features;
- Makes and receives calls from Branch Managers and seeks to resolve issues as they arise;
- Brings to the attention of the Senior Commercial Services Officer, all deviations from Standard Operating Procedure;
- Provides reports to Senior Commercial Services Officer on issues and/or solutions;
- Keeps a daily log of all issues so a report can be generated at the end of the week;
- Follows up with Post Offices on a weekly basis to determine the reason(s) for Post Office not doing any transactions for the past week (Zip Mail);
- Despatches Fast Track and Zip Mail supplies on a monthly basis to all locations and ensures that adequate stock levels are maintained.

Klick 'N' Ship:

- Assists with the uploading of entries in ASCUDYA under the guidance of the Customs Clearance Officer;
- Understudies the Custom Clearance Office and assists with clearance of Klick 'N' Ship items, when requested.

Reports:

- Produce Reports as follows:
 - ✓ Consolidates Monthly Zip Mail Report of items processed
 - ✓ Generates a report showing list of unclaimed/undelivered Zip mail items and their statuses eg. Redirecting, returning to sender.
 - ✓ Daily Log of discrepancies report.

Other:

- Assists with all commercial services to ensure that services are maintained in all Post Offices;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Customer and Quality Focus
- Methodical
- Good problem-solving and decision-making skills
- Teamwork and Co-operation
- Impact and Influence
- Ability to use own initiative
- Goal/Results Oriented
- Integrity
- Compliance
- Adaptability
- Good interpersonal skills

Functional/Technical:

- Strategic Vision
- Financial and Business Acumen
- Analytical thinking skills
- Good use of technology

- Good planning and organizing
- Good leadership skills
- Technical skills
- People Management
- Managing Partnership
- Change Management
- Managing the client interface
- Managing External Relationships
- Good knowledge of Jamaica Customs Agency procedures relating to clearance
- Good knowledge of tariff codes and their application
- Excellent knowledge of customer service principles and practices
- Good knowledge of Records Management principles and practices
- Proficiency in Microsoft Office suite and other programme applications appropriate to assigned responsibilities
- Familiarization of ASYCUDA System and generating IMS4
- Working knowledge of the Post Office Act, Universal Postal Union guidelines and Customs Act and Regulations

Minimum Required Qualification and Experience

- Bachelor's Degree in Business, Operations Management or equivalent qualification;
 - Two (2) years' work experience or similar role.
- OR**
- Associate Degree or Diploma in Public Administration/Management Studies, Business Administration or equivalent;
 - Certificate in Customer Service;
 - Four (4) years' work experience, one (1) of which should be in a similar field (i.e. customs, customer services).

4. 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 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 cross and upsells and promote 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 partner
 - ✓ 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. Identifies packages 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 Mail Box #
- ✓ 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 that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Customer and Quality Focus
- Methodical
- Good problem-solving and decision-making skills
- Teamwork and Co-operation
- Impact and Influence
- Ability to use own initiative
- Goal/Results Oriented
- Integrity
- Compliance
- Adaptability
- Good interpersonal Skills

Functional/Technical:

- Strategic Vision
- Financial and Business Acumen
- Analytical thinking skills
- Good planning and organizing skills
- Good leadership skills
- Good use of technology
- Managing Partnership
- Managing the Client Interface
- Managing External Relationships
- 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.

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) of which should be in a similar field.

Applications accompanied by résumés should be submitted **no later than Friday, 17th March, 2023 to:**

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

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.



**Merle I. Tam (Mrs.)
for Chief Personnel Officer**