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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. **Regional Manager (PTO/PMA 6) (2 posts) – Corporate Area and Port Maria**, salary range \$4,594,306 – \$6,178,830 per annum.
2. **Branch Manager 1 (PTO/PMA 5) (8 posts) – Half-Way-Tree, Central Sorting Office, Liguanea, Savanna-la-Mar, Montego Bay, Ochi Rios, Black River and Highgate**, salary range \$3,094,839 - \$4,162,214 per annum.
3. **Assistant Branch Manager 1 (PTO/PMA 4) (3 posts) – Liguanea, Montego Bay and Cross Road**, salary range \$3,094,839 - \$4,162,214 per annum.

1. Regional Manager (PTO/PMA 6) (2 posts)

Job Purpose

Under the direct supervision of the Regional Co-ordinator, the Regional Manager provides oversight (to conduct investigations, department enquiries, internal audits in) Post Offices and Postal Agencies within the Region, ensuring that the policies and standards are maintained and that Objectives of the Region are in alignment with the overall objectives of the Department.

The incumbent also processes mail contractors and monitors the transportation of mail within the region.

Key Responsibilities

Management/Administrative:

- Represents the Department at forums, conferences, meetings and seminars, disseminating information/knowledge gained to Staff and implementing/change where necessary;
- Advises and makes recommendations to the Regional Co-ordinator on postal operation
- Participates in the Strategic Planning and Operational Plans for the Department;
- Directs and co-ordinates the Regional activities;
- Assists with the development of the POMB Operational Plan and co-operates with direct reports in developing Individual Work Plans;
- Liaises with Members of Parliament in relation to Post Office and Agencies in their constituency;
- Keeps abreast with trends and best practices in Postal Management and Operations;
- Visits Post Offices within the Region to provide managerial support and to streamline activities;
- Monitors the performance of Post Offices in the Region to ensure compliance to regulations and to determine the quality of the service being offered;
- Attends Departmental meetings and reports on Regional activities and provides feedback to Branch Managers;
- Convenes meetings with Senior Officers in the Region to ensure effective and efficient management in Post Offices;
- Certifies travel claims for officers under supervision.

Technical/Professional:

- Provides leadership and direction within the Region to ensure organizational standards and policies are maintained and followed;
- Develops regional programmes aimed at promoting postal services and client and community integration and development;
- Assists with the development, implementation and review of the Post Office Standard Operation Procedural Manual and ensure compliance with stipulated guidelines;
- Provides guidance to the Region in the implementation of all postal and commercial service operations;

- Conducts surprise and routine assessments (Audits) of Post Offices and Postal Agencies, which include the review/examination and/or reconciliation of:
 - ✓ Cash and Stock
 - ✓ Records and Bank Lodgments
 - ✓ Daily Sales Records
 - ✓ Postage and National Insurance Scheme (NIS) Stamp Stock and Postal Orders
 - ✓ Value and General Receipt Books
 - ✓ Deposit, Revenue and Commercial Cash Books
 - ✓ Import Duty, GCT Customs Clearance Fee, Environmental Levy, Customs User, Administrative and Storage Fees
 - ✓ Registered Letters and Parcels
 - ✓ Inventory of Records
- Conducts periodic checks of mail van to ensure compliance with Road Traffic Act;
- Recommends and implements rationalization of the Post Office Network to ensure efficiency and effectiveness in mail delivery;
- Implements systems of control for revenue collected, cash disbursed and security of cash, staff and facilities;
- Monitors the request for Imprest Cash;
- Assists with the implementation of strategies to monitor local mail delivery;
- Receives, process, investigates and responds to correspondence on postal activities falling under purview;
- Participates in preparation of World Post Day activities;
- Provides support to training development on operational areas;
- Provides support in the monitoring and assessment of customer satisfaction;
- Remits excess cash and sends to Miscellaneous Revenue Account;
- Ensures that shortages are made good immediately;
- Ensures that all vaults are embedded as instructed by the FAA Act;
- Assesses the collection of revenue for Private Letter Boxes and operations;
- Assists with the continuous review of Postmen Districts.

Human Resource:

- Participates in recruitment, transfers, promotions and leave of staff for the Region;
- Ensures the developmental and welfare needs of the staff are identified and addressed in the Region;
- Reviews, monitors and evaluates the performance of staff in Region and recommends corrective actions where necessary;
- Recommends the assignment /reassignment of staff across Post Offices ensuring staff is effectively utilized and productivity optimized;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Regional and Department's goals;
- Fosters an atmosphere of trust, high ethical and confidentiality standards;
- Administers in conjunction with the Human Resource Management Unit, the discipline of staff at Post Offices;
- Reviews and approves leave applications for members of staff throughout the Region;
- Engage in local Succession Planning with a view to support Human Resource strategic objective;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

Core:

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

Functional/Technical:

- Good use of technology
- Analytical Thinking
- Good planning and organizing skills
- People Management

- Managing External Relationships
- Good leadership skills
- Strategic vision
- Methodical
- Knowledge of the Universal Postal Union Standards
- Knowledge of the Post Office Act (1941)
- Knowledge of the Postal Industry and its Operations
- Knowledge of the Government/Department's policies and procedure
- Knowledge of the FAA Act
- Knowledge of the Staff Orders and the Public Service Regulations
- Records Management principles and practices

Minimum Required Qualification and Experience

- BSc. Degree in Public Administration, Management Studies, Business Administration or equivalent from an accredited tertiary institution;
- Five (5) years' related experience, two (2) of which should be at a managerial level.

Special Condition Associated with the Job

- Extensive traveling island wide;
- High Risk Environment;
- Exposure to criminal activities with local, regional and international reach.

2. Branch Manager 1 (PTO/PMA 5) (8 posts)

Job Purpose

Under the direct supervision of the Regional Manager, the Branch Manager 1 (PTO/PMA 5) directs, co-ordinates and manages the operations of the Post Office effectively and efficiently. The incumbent is responsible for the management of (the suite of services offered) such as mail and parcels and undertakes the custody and accounting for cash and stock of postage stamps and other items of value.

Key Responsibilities

Management/Administrative:

- Participates in the development of the Corporate, Operational and Unit Plan as well as accompanying capital and recurrent budget for the Division;
- Collaborates with the Regional Manager to develop the Post Office's Operational, Unit Plans and Budget;
- Prepares Individual Work Plan in collaboration with direct reports;
- Assists with the development, implementation and review of the Post Office's Standard Operation Procedural Manual and ensures compliance with stipulated guidelines
- Participates in the preparation of World Post Day activities;
- Certifies travel claims for officers under supervision;
- Provides leadership and direction to Staff to ensure organizational standards and policies are maintained and followed;
- Makes proper arrangements for daily opening and closing of office and the custody of key(s);
- Attends Departmental Meetings and reports on (Postal Branch) Post Office activities and provides feedback to Staff;
- Convenes Staff Meetings to ensure effective and efficient management in the (Postal Branch) Post Office;
- Advises and makes recommendations to the Regional Manager on the development of the Post Office;
- Advises Regional Manager on activities affecting the (Postal Branch) Post Office;
- Liaises with Members of Parliament in the constituency in relation to the (Postal Branch) Post Office;
- Keeps abreast with trends and best practices in Postal Management and Operations;
- Represents the Department at forums, conferences, meetings and seminars, disseminates information/knowledge gained to Staff and implements changes where necessary.

Technical/Professional:

- Ensures prompt and accurate dispatch of mail to feeder Post Offices and the Central Sorting Office by monitoring Mail Drivers and Motor Bike rider arrivals to dispatch and sign-off on claims;

- Acts as custodian for all Main Stock Cash, Stamps and valuables assigned to the Post Office and securing items in the vault on behalf of the Postmaster General in accordance with the FAA Act regulations;
- Prepares for submission Cash Book Statements of Revenue and Expenditure, Daily Mail Statistics and Monthly Reports of all transactions to the Regional Manager and the Senior Director, Finance;
- Prepares Cash Statements of receipts and expenditures and submits to the Regional Manager;
- Ensures dual custody checks of all cash, stock and valuables received against remittance advice;
- Manages the stock level and Imprest in staff's possession; ensuring that there is adequate Imprest and stock at all times;
- Conducts routine checks of Imprest and stock held by staff to ensure there is no misappropriation of funds;
- Ensures that results of audits/checks are properly recorded and that staff signs and dates same;
- Collects revenue daily and makes daily deposits to the Postmaster General's Account directly or by registered mail;
- Records the receipts and disbursement of Imprest, cash, and stock daily;
- Reconciles and balances revenue, deposit and commercial services book daily;
- Maintains an up-to-date Till Book by recording Imprest and stock assigned to staff and ensures custodians sign for all valuables on a monthly basis;
- Remits excess cash to the Miscellaneous Revenue Account in the Finance and Accounts Branch and makes notation in the appropriate Register/Book;
- Ensures that shortages are rectified to reflect the correct balance of monies received with immediate effect;
- Maintains an up-to-date receipt Book Register;
- Ensures that all official records for the assigned Post Office are maintained appropriately;
- Supervises activities pertaining to PATH payments; assists with PATH payments and reconciles statements;
- Monitors and reviews information entered on the automated track and trace systems regarding letters and parcels and makes the required changes were necessary;
- Supervises the collection of revenue for Private Letter Boxes and operations ensuring that the revenue collected are recorded in the appropriate book and receipts are issued;
- Collects, collates and safeguards information, data and evidence in all its various forms and disseminates to those authorized on a need to have and need to know basis;
- Initiates investigations solely and or co-operatively into breaches of, but not limited to, the State's, Government's and the Department's various rules and regulations, FAA Act, illegal activities and misuse within the nation's postal system;
- Provides support to training development and implementation;
- Provides support in the monitoring and assessment of customer satisfaction;
- Assists with the continuous review of postmen districts.

Human Resource Management:

- Participates in recruitment, transfers and promotions of staff;
- Ensures the developmental and welfare needs of staff are identified and addressed;
- Reviews, monitors and evaluates the performance of staff and recommends corrective actions where necessary;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Post Office and the Department's goals;
- Fosters an atmosphere of trust, high ethics and confidentiality standards;
- Administers, in conjunction with the Human Resource Management Section, the discipline of staff at the Post Office;
- Engages in local Succession Planning with a view to support Human Resource strategic objectives;
- Ensures that the Attendance Register is maintained and that Attendance Reports, involving all staff are prepared and submitted;
- Manages Departmental/Casual and Sick Leave in accordance with the Staff Orders and internal guidelines;
- Approves/recommends Vacation Leave for staff as appropriate and ensures its submission to the Regional Manager and the Human Resource Management and Development Branch;
- Ensures that direct reports are informed of organizational policies, procedures and standards;
- Deploys staff to meet the changing workflow to ensure they are effectively utilized and productivity optimized.

- Performs any other related duties that may be assigned by Supervisor from time to time.

Required Knowledge, Skills and Competencies

Core:

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

Technical:

- Methodical
- People Management
- Use of Technology
- Good planning and organizing skills
- Managing External Relationships
- Good analytical thinking skills
- Good leadership
- Knowledge of the UPU Standards
- Knowledge of the Post Office Act (1941)
- Knowledge of the Postal Industry and its Operations
- Knowledge of the Government/Department's policies and procedures
- Knowledge of the FAA Act
- Knowledge of the Staff Orders and the Public Service Regulations
- Accounting principles and practices
- Records Management

Minimum Required Qualification and Experience

- BSc. Degree in Public Administration/Management Studies, Business Administration or equivalent from an accredited Institution;
- Four (4) years' work experience, one (1) of which should be at the management level;
- Certificate in Customer Service (1 year course) would be an asset;
- Certificate in Supervisory Management (1 year course) would be an asset.

Special Conditions Associated with the Job:

- High Risk Environment;
- Exposure to large sums of money;
- Exposure to criminal activities with local, regional and international reach.

3. Assistant Branch Manager 1 (PTO/PMA 4) (3 posts)

Job Purpose

The Assistant Branch Manager 1 (PTO/PMA 4) provides managerial assistance in the Post Office's operations. The incumbent undertakes the custody and accounting for cash and stock of postage stamps and other items of value. The incumbent is also responsible for managing customer queries and conducting investigations where necessary.

Key Responsibilities

Management/Administrative:

- Participates in the development of the Corporate, Operational and Unit Plan and accompanying capital and recurrent Budget for the Division;
- Collaborates with the Regional Manager to develop the Post Office Operational Unit Plan and Budget;
- Prepares Individual Work Plan in collaboration with Supervisor;
- Organizes and manages the duties of the Retail/Customer Service Officers;
- Oversees the Postal Branch (Post Office) in the absence of the Branch Manager;

- Advises and makes recommendations to the Branch Manager on the development of the Post Office;
- Assists with directing and coordinating the Post Office activities;
- Assists with the development of the Post Office Operational Plan;
- Collaborates with direct reports in developing Individual Work Plans;
- Keeps abreast with trends and best practices in Postal Management and Operations;
- Attends Departmental Meetings and reports on Post Office activities and provides feedback to Staff;
- Represents the Department at forums, conferences, meetings and seminars, disseminates information/knowledge gained to Staff and implements changes where necessary.

Technical/Professional:

- Supplies postage stamps, postal orders and NIS stamps to members of Staff and customers;
- Conducts routine checks of Retail Customer Service Officer's cash and stock;
- Prepares all incoming Registered Mail for Branch Manager and records receipts in Value Book and ensures daily balancing of registered letters;
- Prepares lodgments for the various commercial services offered daily;
- Countersigns lodgments and remittances made by the Branch Manager 1;
- Makes monthly requisition for stationery and ensures that there is an adequate supply;
- Supervises counter duties and ensures that at all times the counter is adequately staffed;
- Conducts dual custody checks and balances Bill Express cash received from Retail Customer Service Officer's and processes same for lodgment daily;
- Collects Revenue daily and submits to Branch Manager 1;
- Prepares Monthly Parcels Statement;
- Assists Branch Manager in checking Imprest and all other valuables received from Headquarters;
- Sets Franking Machine;
- Records receipt of all valuables in the Value Book;
- Processes and redirects mis-sent and unclaimed registered and ordinary postal articles;
- Assists with the management of the distribution of PATH cheques to members of the public;
- Supervises the dispatch of the Mail Van;
- Conducts periodical checks on Private Letter Boxes and relevant books;
- Provides general postal information to customers and manages customer complaints;
- Replies to official queries ;
- Provides excellent customer service;
- Processes Express Mail Services (EMS) and Local Priority Mail Services.

Human Resource Management:

- Assists with ensuring that the developmental and welfare needs of the Staff are identified and addressed;
- Reviews, monitors and evaluates the performance of Staff and recommends corrective action where necessary;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Assists with establishing and maintaining a system that fosters a culture of teamwork, employee empowerment and commitment to the Post Office and the Department's goals;
- Assists with fostering an atmosphere of trust, high ethics and confidentiality standards;
- Assists with administering, in conjunction with the Human Resource Management Unit, the discipline of Staff;
- Ensures that direct reports are informed of organizational policies, procedures and standards;
- Maintains the Attendance Register and prepares schedule of attendance monthly;
- Performs any other related duties that may be assigned by Supervisor from time to time.

Required Knowledge, Skills and Competencies

Behavioural:

- Integrity
- Good oral and written communication skills
- Compliance
- Good problem-solving and decision-making skills
- Customer and Quality Focus
- Good interpersonal Skills
- Adaptability
- Ability to use own initiative
- Teamwork and co-operation

- Goal/Result oriented

Functional/Technical:

- People Management
- Use of Technology
- Good planning and organizing skills
- Managing External Relationships
- Good analytical thinking skills
- Good leadership skills
- Methodical
- Knowledge of UPU Standards
- Knowledge of Post Office Act (1941)
- Knowledge of Postal Industry and its Operations
- Knowledge of the Government/Department's policies and procedures
- Knowledge of the FAA Act
- Knowledge of the Staff Orders and the Public Service Regulations
- Accounting principles and practices
- Records Management

Minimum Required Qualification and Experience

- Associate Degree in Business Administration or related field from an accredited tertiary institution;
- Three (3) years' related experience at a supervisory level;
- Certificate in Customer Service (1 year course) would be an asset;
- Certificate in Supervisory Management (1 year course) would be an asset.

Special Conditions Associated with the Job

- High Risk Environment;
- Is the custodian for all financial values within the Post Office.

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

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

Email: ceooffice@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**