



OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
MINISTRY OF FINANCE AND THE PUBLIC SERVICE BUILDING
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15th November, 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. **Records Administrator (PIDG/RIM 4) (Vacant)**, - **Head Office** salary range \$2,478,125- \$3,332,803 per annum.
2. **Branch Manager 3 (PTO/PMA 3) (Vacant)**, **Denham Town Post Office, Stony Hill Post Office, Pembroke Hall Office** salary range \$2,478,125 – \$3,332,803 per annum.
3. **Assistant Branch Manager 2 (PTO/PMA 3) (Vacant)**, - **Cross Road Post Office** salary range \$2,478,125- \$3,332,803 per annum.
4. **Administrative Assistant 2 (GMG/AM 3) (Vacant)**, - **Head Office** salary range \$1,984,305- \$2,668,670 per annum.
5. **Administrator (GMG/AM 3) (Vacant)**, - **Head Office** salary range \$1,984,305- \$2,668,670 per annum.

1. Records Administrator (PIDG/RIM 4)

Job Purpose

Under the general direction of the Director, Administration, the incumbent is responsible for accurately, securely and effectively managing information received and produced by the Department. To develop and maintain appropriate systems in support of records movement, maintenance and disposition.

Key Responsibilities

Management/Administrative:

- Participates in the creation of strategic plan/programmes/projects for the Branch;
- Assists with the preparation of the Unit's work and Operational Work Plans;
- Develops Individual Work Plan based on alignment with Division's Operational Plan;
- Participates in meetings, seminars, conferences and workshops as required;
- Examines and evaluates records management systems to develop new or improve existing methods for efficient handling, protecting and disposing of official records and information;
- Attends and participates in the Government Records and Information Management (G-RIM) meetings host by the Government Records Center;
- Prepares monthly and quarterly reports on activities of the Records and Information Management Branch;
- Makes recommendations to the Director for changes in policies affecting the operation of the Branch;
- Leads in the development and delivery of Records Management Training and Awareness Programme.

Technical/Professional:

- Leads in the research for information as requested for the provision of access;
- Liaises with staff internally and externally to gather suggestions for improvements and to detect records management problems;
- Develops, implements and administers specific plans to achieve compliance with the Departments Records Management Policy and Standards;
- Develops and delivers Records Management Training and Awareness Programme;
- Designs and manages a Vital Records Management Programme;

- Prepares and delivers Quarterly and Annual Reports to the Records Management Committee to include operational statistics, current levels of compliance, issues/risks and proposals to manage risks identified;
- In collaboration with the Director, Corporate Services and the Director, Administration, develops and maintains policies, plans, standards and procedures to control each type of applicable record, document and data item in conformance with established Records Management Standards;
- Ensures the establishment and maintenance of a current Retention and Disposition schedule for the Department's records and information;
- Evaluates findings and recommends changes or modifications in procedures, utilizing knowledge of functions of operating units, referencing systems and filing methods;
- Analyses records to determine their administrative usage, fiscal or historical value, and develops and implements appropriate file/information management procedures;
- Reconciles and deletes indexing errors and anomalies, advises end users and records staff on procedures and content problems and ensures security and preservation of records in storage;
- Co-ordinates special projects relating to records management and archiving activities;
- Oversees the creation and maintenance of files containing noteworthy publications from newspapers and electronic media;
- Develops methods to retain, protect and identify records and ensures compliance with established records standards;
- Develops a system that facilitates records/information being easily accessible when needed;
- Co-ordinates the transfer of records to the Government Record Centre;
- Implements policies for the Department's electronic records;
- Co-ordinates development of in-house databases to establish the Department's electronic records management system;
- Ensures that the vault and contents is secure at all times.

Required Knowledge, Skills and Competencies

Core:

- Excellent knowledge of Records Management
- Sound knowledge of relevant legislation (e.g. ATI, Archives & Copyright Acts)
- Knowledge of computer applications, e.g. Microsoft Office Suite and other relevant software
- Sound knowledge of the Staff Orders and Public Service Regulations
- Good oral and written communication skills
- Good planning and organizational skills

Minimum Required Qualification and Experience

- Graduation from a recognized institution with a certificate/diploma in Records Management and two (2) years relevant experience.
- OR**
- Training in Library Science and/or archival procedures from a recognized institution and three (3) years' experience in the field or a similar environment;.
- OR**
- High School graduate with four (4) subjects at the CXC or GCE O'Level, including English Language and a numeric subject and training in Records and Information Management systems, procedures and practices and automated technologies as it relates to Records Management and/or area of operation;
 - Seven (7) years' experience in a similar environment;
- OR**
- Any other combination of training and experience that would yield the necessary skills needed at this level.

Special Condition Associated with the Job

- Typical working environment;
- May be exposed to dust.

2. Branch Manager 3 (PTO-PMA 3)

Job Purpose

Under the direct supervision of the Regional Manager, the Branch Manager 3 (PTO/PMA 3) directs, co-ordinates and manages the operations of the Post Office. The incumbent is responsible for the management of (a suite of services offered) 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 Plan, Operational Plan and Unit Plan and accompanying Capital and Recurrent Budget for the Division;
- In collaboration with the Regional Manager, develops the Post Office Operational, Unit Plan and Budget;
- Prepares Individual Work Plan in collaboration with Supervisor;
- Assists with the development, implementation and review of the Post Office Standard Operating Procedural Manual and ensures compliance with stipulated guidelines;
- Participates in 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 the daily opening and closing of the Post Office and the custody of key(s);
- Attends Departmental meetings and reports on (Postal Branch) Post Office activities and provide 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;
- Represents the Department at forums, conferences, meetings and seminars and disseminates information/knowledge gained to staff and implements change 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 secures items in the vault on behalf of the Postmaster General;
- Prepares submission for 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 and Accounts;
- Prepares Cash Statements of receipts and expenditures and submits to the Regional Manager;
- Ensures dual custody check 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 that 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 Account directly or by registered mail;
- Records the receipt 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 Miscellaneous Revenue Account in the Finance and Accounts Division 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 payment 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, evidence in all its various forms and disseminates to those authorized on a need-to-know/have 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, 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.

Required Knowledge, Skills and Competencies

Core:

- Knowledge of the Financial Administration and Audit Act
- Knowledge of the Postal Industry and its operations- Post Office Act (1941) and Universal Postal Union Standards.
- Knowledge of the Public Service Regulations, Staff Orders for the Public Service, Financial Administration and Audit Act and Financial Instructions.
- Sound knowledge of accounting principles and practices.
- Sound knowledge of records management
- Good oral and written communication skills
- Good planning and organizational skills
- Proven leadership and management experience
- Excellent customer service and interpersonal skills

Minimum Required Qualification and Experience

- Associate Degree in Business Administration, National Council on Technical and Vocational Education and Training (NCTVET) - Business Administration Level 3 or related field from an accredited tertiary institution; plus
- A minimum of two (2) 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
- Exposure to large sums of money
- Exposure to criminal activities with local, regional and international reach

3. Assistant Branch Manager 2 (PTO-PMA 3)

Job Purpose

Under the direct supervision of the Branch Manager 1, the Assistant Branch Manager 2 (PTO/PMA 3) provides managerial support in the operations of the (Postal Branch) Post Office. The incumbent undertakes the custody and accounting for cash and stock of postage stamps and other items of value and also conducts investigations and queries.

Key Responsibilities

Management/Administrative:

- Participates in the development of the Corporate, Operational and Unit Plan and accompanying capital and recurrent Budget for the Division;
- In collaboration with the Regional Manager develops the Post Office's 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 1;
- Advises and makes recommendations to the Branch Manager 1 on the development of the Post Office;

- Assists with directing and co-ordinating the Post Office's activities;
- Assists with the development of the Post Office's 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 change 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, 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 on Bill Express cash received from Retail Customer Service Officers 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 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;
- Provide excellent customer service;
- Process Express Mail Services (EMS) and Local Priority Mail Services.

Required Knowledge, Skills and Competencies

Core:

- Knowledge of the Postal Industry and its operations- Post Office Act (1941) and Universal Postal Union Standards;
- Knowledge of the Public Service Regulations, Staff Orders for the Public Service, Financial Administration and Audit Act and Financial Instructions;
- Sound knowledge of accounting principles and practices;
- Sound knowledge of records management;
- Good oral and written communication skills;
- Good planning and organizational skills;
- Proven leadership and management experience;
- Excellent customer service and interpersonal skills.

Minimum Required Qualification and Experience

- Associate Degree in Business Administration, National Council on Technical and Vocational Education and Training (NCTVET)- Business Administration Level 3 or related field from an accredited tertiary institution; plus
- A minimum of two (2) 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
- Exposure to large sums of money
- Exposure to criminal activities with local, regional and international reach

4. Administrative Assistant (GMG/AM 3).

Job Purpose

Under the general direction of the Director, Facilities and Properties Management, the Administrative Assistant 2 (GMG/AM 3) is required to manage, organize, monitor and execute administrative duties pertaining to the operations of the office.

Key Responsibilities

Management/Administrative:

- Co-ordinates and implements office services activities such as purchases and record control;
- Organizes and schedules all office activities;
- Collaborates with Supervisor in the preparation of Individual Work Plan for signing and submission;
- Participates in the coordination of special projects;
- Ensures the maintenance of efficient and effective Records Management and Information Systems 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 Branch;
- Assists in the development of Budgets and Monthly Cash flows.

Technical/Professional:

- Types, formats, edits, revises, proofreads and processes a variety of documents and forms including general correspondence, notices, reports, applications, permits, memos, agreements, statistical charts and other documents from rough draft or verbal instructions;
- Compiles, prepares and enters data into a computer from various sources including accounting, statistical and related documents;
- Processes correspondence including receiving, sorting, time-stamping, logging, and distributing incoming and outgoing correspondence and packages;
- Creates and maintains computer-based tracking information and reports including assigned databases, records and lists; and inputs corrections and updates;
- Maintains accurate and up-to-date office files and records for the Branch;
- Assists in the procurement of goods and services for the Branch by calling suppliers; preparing requests for quotation and other documents to send to suppliers;
- Assists with the preparation of tender documents/lease agreements etc.;
- Assists with the preparation of maintenance schedules;
- Conducts follow-up activities by calling and writing reminders to procurement/suppliers regarding the deadline for submission of quotations and forms;
- Prepares attendance reports for the Branch for submission to the Human Resource Management and Development Branch;
- Conducts research for information requested by the Director;
- Composes routine correspondence; copies, disseminates and posts documents and information as appropriate;
- Provides information related to specific programme area of assignment;
- Prepares monthly, quarterly and annual reports in consultation with Director;
- Maintains a calendar of activities, meetings and various events for the Director;
- Schedules and organizes meetings for the Director;
- In consultation with the Director, coordinates meetings with new and existing clients to inform them of new developments in relation to matters being prepared by the Branch;
- Serves as recording secretary for meetings hosted by the Facilities & Property Management Branch;
- Provides support in the monitoring and assessment of customer satisfaction;
- Monitors and follows-up on documents/correspondence dispatched to internal Divisions and external offices to ensure timely feedback;
- Monitors inventories of stationery, supplies and materials and requests same as needed.

Required Knowledge, Skills and Competencies

Core:

- Knowledge of Administrative or office management practices and principles
- Knowledge of Government of Jamaica records and information management practices and principles.
- Knowledge of Web-based research techniques
- Postal Industry and its Operations.

- Knowledge of The Civil Service Regulations and Procedures; Financial Administration and Audit Act, Post Office Act, the Public Bodies and Management Accountability Act and the Public Procurement Act
- Knowledge of Standard computer applications
- Good interpersonal skills
- Good oral and written communication skills
- Good planning and organizational skills
- Ability to work with others in the pursuit of team goals

Minimum Required Qualification and Experience

- Associate Degree in Management Studies/Diploma in Administrative Management with at least three (3) years' experience in the administrative or related environments; one (1) of which should be in an executive office.

5. Administrator (GMG/AM 3)

Job Purpose

Under the direct supervision of the Director, Safety and Security, the Administrative Assistant (GMG/AM 3) is responsible for providing secretarial and administrative support to facilitate the effective and efficient operations of that office.

Key Responsibilities

Management/Administrative:

- Collaborates with Supervisor in the development of Unit and Individual Work Plan;
- Assists the Director, Safety and Security to prepare monthly Regional reports;
- Assists in arranging staff meetings on the direction of the Chief of Security.

Technical/Professional:

- Prepares letters to Airport Authority of Jamaica requesting passes for employees and contract companies assigned/visit Airmail Facility at the Norman Manley International Airport;
- Prepares letters to Ministry of Finance & the Public Service and Attorney General's Department regarding various incidents that occurred within the Department;
- Prepares letters to contract companies advising of burglar alarms systems that need to be repaired at Post Offices islandwide;
- Prepares letters to Contractor whenever repairs are required to be done to vaults, iron safes and strong rooms at Post Offices and Postal Agencies islandwide;
- Prepares memorandum to Security Officers assigned at Head Office advising of authorization of external organization or personnel that should or should not enter the building for various reasons;
- Maintains records of correspondences sent to/received from other Departments;
- Records and prepares minutes for meetings;
- Prepares correspondence and memoranda for the Director, Safety and Security's signature;
- Monitors telephone calls, records messages and makes contact with internal/external personnel to obtain and or disseminate information within scope of authority;
- Maintains calendar of activities, meetings and various events for the Director, Safety and Security;
- Establishes and maintains an effective records management system for the control of files in order to ascertain required information when necessary, and monitors files concerning matters in progress, and expedite completion.

Required Knowledge, Skills and Competencies

Core:

- Knowledge of Administrative or office management practices and principles;
- Knowledge of Government of Jamaica records and information management practices and principles;
- Web-based research techniques;
- Postal Industry and its Operations;
- The Civil Service Regulations and Procedures; Financial Administration and Audit Act, Post Office Act, the Public Bodies and Management Accountability Act and the Public Procurement Act;

- Standard computer applications;
- Good interpersonal skills;
- Good oral and written communication skills;
- Good planning and organizational skills;
- Ability to work with others in the pursuit of team goals.

Minimum Required Qualification and Experience

- Associate in Degree in Management Studies/Diploma in Administrative Management with four (4) years' experience in the administrative or related environment.

Applications accompanied by résumés should be submitted **no later than Tuesday, 28th November, 2023 to:**

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

Email: hrunit@jamaicapost.gov.jm

Please note that only shortlisted applicants will be contacted.

Please ensure that a copy of this circular is placed at a strategic position on the Notice Board of the Ministry/Department/Agency and brought to the attention of all eligible officers.



**Desreen Smith (Mrs.)
for Chief Personnel Officer (acting)**