



Office of the Services Commissions

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CIRCULAR No. 141 **OSC Ref. C. 6210/S5²⁰**

21st March, 2024

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 **Ministry of Foreign Affairs and Foreign Trade**:

1. **Transport Officer (GMG/AM 4) (Vacant)**, salary range \$2,478,125 - \$3,332,803 per annum.
2. **Telephone Operator (OPS/TO 2) (Not Vacant)**, salary range \$1,272,269 – \$1,711,060 per annum.

1. Transport Officer (GMG/AM 4)

Job Purpose

Under the directions of the Office Services Manager, the Transport Manager is required to manage and maintain the Ministry's fleet of motor vehicles.

Key Responsibilities

- Develops and manages a schedule for the Ministry's fleet;
- Assist with the evaluation for procurement of vehicles by the Ministry's Overseas Missions;
- Prepares quarterly efficiency reports for vehicles, including those at the Ministry's Overseas Missions;
- Prepares and monitors the Ministry's fleet of vehicles maintenance schedule;
- Prepares and monitor a plan for the cyclical licensing of the Ministry's fleet along with other duties attached to operations of the fleet;
- Checks-off and handover vehicle to Drivers and other assigned officers;
- Ensures the collection of report(s) on motor vehicle accidents;
- Prepares reports, as required on motor vehicle maintenance or accidents for submission to the Director Administration, Property and Security Management, the Financial Secretary, the Auditor General and the Attorney General, if necessary;
- Performs other related duties as assigned by the Head of the Unit within the scope of training;
- Manages the update of motor vehicle documents for the Ministry and those assigned to the Political Directorate;
- Oversees the proper maintenance of records for motor vehicle fuel and lubricants;
- Manages the daily assignment of Drivers and verifies Transportation Log Book;
- Ensures the security of Ministry's fleet of motor vehicles are serviced;
- Drafts Budget for the Transport Section;
- Verifies Overtime/Subsistence Claims;
- Prepare and submit report to supervisor;
- Manages the development of direct reports through coaching, mentoring, performance appraisals and training;
- Oversees and coordinates scheduled test driving of the fleet of protocol cars by JDF Soldiers;
- Conducts monthly inspections of the fleet of protocol cars parked at JDF Up Park Camp;
- Ensures that direct reports are aware of and adheres to the policies, procedures and regulations of the Division and Ministry;
- Prepares request to the Ministry of Finance and Planning to board of survey old motor vehicles;
- Liaise with the National Works Agency (NWA) for inspection of motor vehicle repairs and servicing;
- Performs other duties as assigned.

Required Knowledge, Skills and Competencies

Core:

- Strong oral and written communication skills
- Strong customer relation skills
- Good problem solving and conflict management skills
- Good interpersonal skills
- Ability to work in a team
- Strong integrity
- Compliance
- Strong customer and quality focus skills

Technical:

- Sound knowledge and skills in the field of motor vehicle maintenance;
- Sound Knowledge of the operations of Government and the organization's policies and procedures
- Proficient in relevant Microsoft applications
- Good report writing skills
- Good analytical skills
- Good technical skills
- Ability to prioritise and multi-task
- Working knowledge of the GOJ Motor Vehicle Policy

Minimum Required Qualification and Experience

- Certificate in Public Administration or Management Studies from a recognized Institution;
- Two (2) years work experience in a similar position

2. Telephone Operator (OPS/TO 2)

Job Purpose

To provide efficient and timely telephone services to the staff of the Ministry and the general public.

Key Responsibilities

Professional/Technical:

Reporting to the Office Manager, the incumbent has responsibility for the operation of the PBX Electronic/Digital Switchboard at Headquarters. The incumbent performs the following tasks.

- Places and receives local and long-distance telephone calls through the Switchboard and connects calls to appropriate extensions;
- Makes contact with Jamaica's Diplomatic Missions and Consulates overseas on a regular basis;
- Deals with routine queries for information from the public;
- Screens incoming calls from persons requesting classified information;
- Consults with supervisor, if necessary, before routing calls to the appropriate officer;
- Screens calls for the Honourable Minister, Minister of State, Permanent Secretary, Under Secretaries and other senior officers in the Ministry;
- Provides alternative routing for urgent calls, if an appropriate officer is not available;
- Files telephone authorization slips. Checks telephone bills to ensure that long distance calls placed have been authorized and noted in the Telephone Register and to ensure that charges for the various calls are registered;
- Certifies telephone bills for payment by verifying actual (local and overseas) calls recorded on the Ministry's trunk lines;
- Responds as required to any audit query that might arise in relation to telephone calls;
- Assists in the preparation and maintenance of an internal directory of switchboard extensions;
- Reports technical faulty extensions and telephone lines to the relevant authorities;
- Ensures that follow-up action is taken to repair reported technical faults;
- Any other duties assigned.

Required Knowledge, Skills and Competencies

- Organizational awareness - basic knowledge of the Ministry's programmes and responsibilities.
- Good working knowledge of the operation of a PBX Electronic/digital System.
- Good working knowledge of telephone techniques.
- Strong customer service orientation.
- Good interpersonal skills. Incumbent should be pleasant, courteous and patient.
- Good speech and voice modulation. A clear, pleasing voice and good hearing are important.
- Good listening skills.
- Good eye-hand co-ordination and manual dexterity.
- Ability to work under pressure.
- Good reading, spelling and arithmetic skills.

Minimum Required Qualification and Experience

- School Leaving Certificate. Passes in four (4) CXC subjects including English Language or equivalent.
- Training in the use of the PBX Electronic/digital Switchboard.
- Certificate in Telephone Techniques.
- Previous working experience as a Telephone Operator would be an asset.

Special Conditions Associated with the Job

The job of a telephone operator requires little physical exertion. During peak calling periods, however, the pace at the Switchboard may be hectic. An operator's work is generally quite repetitive and the operator must sit for long periods.

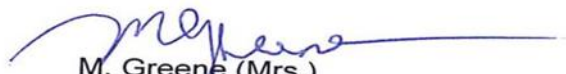
Applications accompanied by résumés should be submitted **no later than Friday, 5th April, 2024 to:**

**Senior Director,
Human Resource Management and Development
Ministry of Foreign Affairs and Foreign Trade
2 Port Royal Street
Kingston**

Email: recruitment@mfaft.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.


M. Greene (Mrs.)
for Chief Personnel Officer