



## Office of the Services Commissions

(Central Government)

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### **CIRCULAR No.175**

### **OSC Ref. C.6222<sup>11</sup>**

**25<sup>th</sup> April, 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 be assigned to the post of **Assistant Quality Assurance Officer (GMG/AM 3) - (Not Vacant)** in the **Post and Telecommunications Department**, salary range \$2,190,302 – \$2,945,712 per annum.

### **Job Purpose**

Under the direct supervision of the Quality Assurance Officer, the Assistant Quality Assurance Officer (GMG/AM 3), is responsible for providing technical assistance in administering the various quality measurement tools and record and present relevant findings.

### **Key Responsibilities-**

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

- Keeps abreast of guidelines, policies, procedures and legislation impacting deliverables;
- Keeps abreast with UPU quality assurance directives and measurement tools;
- Maintains key knowledge of all delivery standards for all postal products;
- Prepares and submits to the IPS/MPB the monthly Mail Operations Report in accordance with guidelines;
- Ensures that departmental and operational plans are realized;
- Advises the Quality Assurance Officer on matters impacting the organization;
- Participates and attends meetings as directed;
- Prepares correspondence in a timely and professionally manner by:
  - Writing letters and memoranda necessary for the work of the Department to be properly performed; and
  - Following-up on correspondence to see that replies are prepared and submitted where necessary.

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

- Processes the distribution of letters for domestic end-to-end testing:
  - Printing of test letters, placing them in appropriate envelopes; affixing postage and mailing items to all test panelists;
  - Recording test items upon receipt from panelists;
  - Inputting information into data bank;
  - Present relevant reports reflecting findings.
- Processes the dispatching and receipt of letters for UPU continuous testing with other designated operators.
  - Printing testing material;
  - Supplying local panelists with testing equipment;
  - Assisting in the posting of test letters;
  - Receiving and record test letters from panelists in other countries, received through local panelists;
  - Presenting relevant reports reflecting findings.
- Assesses findings on the UNEX database, eDACS, and present findings;
- Consults and assesses EMS monthly reports posted at the EMS Co-op website and record compliance level in relation to:
  - Performance level;
  - Delivery times;
  - Transmission of delivery events;
  - Customer service response;
  - Inbound item scanning;
  - Provision of delivery information.
- Consults and evaluates Parcel reports and records compliance level in relation to:
  - Inbound scanning on IPS Light;
  - Outbound scanning on IPS light.
- Consults and assesses monthly UPU continuous testing reports and compliance levels in relation to:
  - End-to-end delivery standards.

- Makes weekly random selection of traceable items and tracks items using IPS light (traceable items include):
  - EMS;
  - Parcels;
  - Registered letters;
  - Zip Mail.
- Executes measurement systems that will measure customer perception and needs:
  - Walk-in interviews – Monthly;
  - Focus groups – Every other month;
  - Survey – semi – Annually.
- Liaises with testing pane lists for domestic and UPU measurement systems;
- Assists in identifying operational bottlenecks;
- Maintains data bank for all products and testing tools;
- Presents all relevant reports to Quality Assurance Manager.

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

- Excellent oral and written communication skills;
- Excellent interpersonal skill;
- Excellent planning and organizing skills
- Excellent problem solving and decision making skills;
- Knowledge of UPU Standards
- Knowledge of Post Office Act (1941)
- Knowledge of the Financial Administrative and Audit Act (FAA Act)
- Knowledge of Government procedures and policies
- Knowledge of the Staff Orders for the Public Service and the Public Service Regulations
- Knowledge of analyzing statistical data
- Knowledge of research methodology
- Sound knowledge of Risk Management and Project Management

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

- Associate Degree in Business Administration or related discipline from a recognized tertiary institution with particular emphasis on statistical research plus;
- A minimum of two (2) years' experience in the field within an organization of a similar size and complexity; one (1) of which should be in a data collection capacity/preparing numeric reports.

Applications accompanied by résumés should be submitted **no later than Wednesday, 8<sup>th</sup> May, 2024 to:**

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

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.**



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