



Office of the Services Commissions

(Central Government)

Ministry of Finance and the Public Service Building

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8th May, 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 **Post and Telecommunication Department**:

1. **Branch Manager 3 (PTO/PMA 3) - Denham Town Post Office (Kingston Region), Lawrence Tavern Post Office (Kingston Region), Albert Town Post Office (Mandeville Region), Maroon Town Post Office (Montego Bay Region), Darliston Post Office (Savanna-la-Mar Region), \$2,803,771- \$3,770,761 per annum.**
2. **Assistant Branch Manager 2 (PTO/PMA 3) - Highgate Post Office (Port Maria Region), Black River Post Office (Black River Region), salary range \$2,803,771- \$3,770,761 per annum.**

1. 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, Operational and Unit Plans and the accompanying capital and recurrent Budget for the Division;
- Develops the Post Office Operational and Unit Plans and Budget in collaboration with the Regional Manager;
- 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 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;
- Represents the Department at forums, conferences, meetings and seminars, 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 Central Sorting Office by monitoring Mail Drivers and Motor Bike Raider arrivals; to dispatch and sign off on claims;
- Acts as custodian for all main stock cash, stamps and valuables assign to the Post Office and securing item in the vault on behalf of the Postmaster General.

- Prepares for submission Cash Book Statements of Revenue and Expenditure, Daily Mail Statistics and Monthly Reports of all transaction 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 revenues 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 the 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 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 payments and reconcile 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/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, legal 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

- 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;
- 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.

2. 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;
- Develops the Post Office's Operational, Unit Plan and Budget in collaboration with the Regional Manager;
- 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;
- Provides excellent customer service;
- Processes Express Mail Services (EMS) and Local Priority Mail Services.

Required Knowledge, Skills and Competencies

- 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;
- 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.

Applications accompanied by résumés should be submitted **no later than Friday, 17th May, 2024 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**