



Office of the Services Commissions

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CIRCULAR No. 337 **OSC Ref. C. 6222¹¹**

4th September, 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/be assigned to the following posts in the **Post and Telecommunications Department**:

1. **Property Officer (GMG/AM 4) (Vacant)**, salary range \$2,803,771 – \$3,770,761 per annum.
2. **Executive Secretary (OPS/SS 4) (Vacant)**, salary range \$2,190,302 – \$2,945,712 per annum.
3. **Customer Care Assistant (GMG/AM 1) (Vacant)**, salary range \$1,439,455 – \$1,935,907 per annum.

1. Property Officer (GMG/AM 4)

Job Purpose

Under the direct supervision of the Property Manager (GMG/SEG 3), the Property Officer, will ensure that all property services related to licences, leases, rental, and an updated property registry are in accordance with industry regulations and the Department's established policies and procedures. Additionally, the incumbent ensures that all properties vested with the Postmaster General being transferred have registered titles to generate for ease of business. The officer also manages pest control, waste management and other critical building and property support services.

Key Responsibilities

Management/Administrative:

- Collaborates with Supervisor to prepare, sign and submit Individual Work Plans;
- Prepares and submits to Property Manager status report on activities of the Branch in keeping with Operational Plan and Work Plan;
- Assists with the development and implementation of the Corporate/Operational Plan for the Branch;
- Assists with the review of systems and procedures for the effective operation of the Branch;
- Collates and produces comprehensive reports on the performance of the Section;
- Assists with the implementation of safety and environment management plans;
- Assists in developing and maintaining records for the building and maintenance management of facilities and properties under the purview of the Department;
- Contributes to the formulation of the Department's Disaster Recovery Plan regarding furniture, equipment and other paraphernalia.

Technical/Professional:

- Liaises with the National Land Agency and parent Ministry on the valuation and rental/leases of properties in the possession or care of the Post and Telecommunications Department (PTD);
- Follows-up on valuation reports from private realtors/valuators;
- Establishes and maintains an accurate and updated property register of all government-owned properties in the possession or care of the PTD and all privately owned properties rented to PTD;
- Establishes and maintains an accurate and updated landlord, tenant and licensee register of all persons with whom the Department has entered into an agreement as landlord or tenant, or to whom licences have been granted;
- Creates and maintains an updated, accurate and organized records/filing system in respect of each landlord, tenant and licensee; including where applicable; a completed and signed application form;
- Prepares and dispatches accurate monthly invoices to each tenant/licensee in respect of rent, utilities and or other fees;
- Monitors and maintains an accurate, current record of the payment of rent, license fees and utilities and all other fees in respect of each property;

- Monitors compliance with the terms and dates of expiration of each lease/license in accordance with the Property Administration and Management Policy of the Department;
- Prepares and submits a quarterly listing of all tenants and licensees who are in default of their obligation to pay rent, licence fees and or other obligations;
- Prepares and updates periodically in collaboration with the Superintendent and Senior Property Repairs and Maintenance Officers a comprehensive list of all properties in need of repairs and upgrades to inform the Work Plan of the Branch; prepares and submits bi-annual reports of the state of the properties;
- Receives concerns and inquiries from occupants of the Department owned, rented or leased and submits to the Facilities/Property Maintenance Manager for appropriate action;
- Obtains and compiles requests from Regional Managers, Branch Managers and Senior Property Repairs and Maintenance Officers for minor plumbing, electrical, carpentry and grill repairs to facilities, properties and Post Offices island wide;
- Communicates to managers approval granted for work to be undertaken by contractors and submits bills with accompanying documentation to the Finance and Accounts Division for payment;
- Maintains contact with the Jamaica Public Service Company (JPS), National Water Commissions (NWC), and Flow Jamaica Ltd. For the provision of new services and the maintenance and improvement of existing services for the Corporate Offices and Post Offices island wide;
- Liaises with the Rent Assessment Board and Senior Legal Officer (PTD), for interpretations and application of the provision of legislation, policies and guidelines on property rental and lease agreement.

Required Knowledge, Skills and Competencies

Core

- Good Customer and Quality Focus
- Good Written and Oral Communication
- Good Interpersonal Skills
- Takes Initiative
- Integrity
- Good Problem Solving and Decision Making skills
- Adaptability
- Teamwork and Cooperation
- Goal/Result Oriented
- Compliance

Technical Professional

- Good Use of Technology
- Good Change Management
- Methodical
- Good Planning and Organizing Skills
- Analytical Thinking
- Managing External Relationships
- Financial and Business Acumen
- Managing The Client Interface
- Good Technical Skills

Knowledge of:

- Property maintenance and administration.
- Real Estate Act and Procurement guidelines.
- Rental Accounting.
- The Laws of Real Property.
- Facilities planning, processes and practices.
- The preparation of bidding documentation for procurement.
- Collecting and analyzing data for maintenance purposes.
- Contract negotiations and drafting.
- Current property management practices.
- Microsoft Office Suite or relevant computer applications.

Minimum Required Qualification and Experience

- First Degree in Management Studies, Business Administration, Public Administration or related discipline from a recognized tertiary institution; plus
- A minimum of two (2) years working experience in a related field.
- Training in Estate or Property Management is an asset.

Special Conditions Associated with the Job:

- May be required to work beyond and outside of normal working hours in emergencies or to meet project deadlines.

2. Executive Secretary (OPS/SS 4

Job Purpose

Under the direct supervision of the Postmaster General, the Executive Secretary is required to proactively, diligently and independently manage, organize, monitor and execute a wide variety of secretarial and administrative duties to enhance and simplify the work processes and operations of the Office while exhibiting a high level of confidentiality.

Key Responsibilities

Management/Administrative:

- Prepares Individual Work Plan.
- Assists with monitoring matters that have been passed to direct reports and other Senior Managers for action, ensuring that they are pursued to finality, and appraises the PMG of the results.
- Disseminates circulars/information to staff on behalf of the PMG.
- Receives and screens incoming telephone calls to the PMG, providing friendly and professional greeting, directing calls, taking messages as appropriate, and eliciting necessary information to allow timely and accurate responses and responds where appropriate.
- Performs clerical duties such as faxing, photocopying and mailing.
- Maintains the PMG's diary electronically by recording appointments, meetings, and visits etc. on a day-to-day basis and confirms, cancels and reschedules appointments.
- Accepts and opens all internal and external correspondence addressed to the PMG.
- Manages correspondence by maintaining database and manual record for logging and dispatching of documents.

Technical/Professional:

- Organizes and attends meetings, makes notes and produces minutes for dissemination and follow-up action.
- Provides accurate word-processing support by composing a variety of documents; this includes highly confidential correspondence, reports, memoranda, contracts and proposals.
- Makes travel and accommodation arrangements for the PMG when necessary.
- Develops and maintains a records management and information system for the Office.
- Researches and collates information to brief the PMG in preparation for meetings and other events.
- Manages the acquisition and use of stationery for the PMG's Office.
- Prepares status and other reports.

Required Knowledge, Skills and Competencies

Core

- Good Oral and Written Communication
- Methodical
- Good Customer and Quality Focus
- Integrity
- Good Interpersonal Skills
- Takes Initiative
- Compliance
- Adaptability

Technical Professional

- Good Use of Technology
- Problem Solving and Decision Making
- Planning and Organizing

- Teamwork and Cooperation
- Goal/Result Oriented

Knowledge of:

- The Public Service Regulations, Staff Orders for the Public Service, Financial Administration and Audit Act and Financial Instructions, Post Office Act and the Public Bodies and Management Accountability Act.
- The Postal Industry and its operations.
- Administrative of office management practices and principles.
- Government of Jamaica Records and Information Management practices and principles.
- Web-based research techniques.

Minimum Required Qualification and Experience

- CXC or GCE 'O' Level subjects including English Language; successful completion of the prescribed Secretarial Course of study at the Management Institute for National Development (MIND) or any Accredited Secretarial Studies, proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, plus five (5) years' general office experience.

OR

- Graduation from an accredited school of Secretarial Studies with proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute, training in the use of a variety of software applications e.g., word processing, database and spread sheets; English Language at CXC or GCE O'Level; completion of the appropriate Office Professional Training Course at the Management Institute for National Development, plus five (5) years' general office experience.

OR

- Successful completion of the Certified Professional Secretary course; proficiency in typewriting at a speed of 50-55 words per minute and shorthand at a speed of 100-120 words per minute; English Language at CXC or GCE O'Level; training in the use of a variety of software applications and five (5) years' general office experience plus the appropriate Office Professional Training Course at the Management Institute for National Development.

Special Condition Associated with the Job

- May be required to work outside of normal hours and on weekends.

3. Customer Care Assistant (GMG/AM 1)

Job Purpose

Under the general direction of the Manager, Customer Care the Customer Care Assistant is responsible for assisting the general public in all aspects of their interaction with the Post and Telecommunications Department (PTD) as the first line of contact to assist with customer inquiries and complaints and interact with customers to provide and process information. The incumbent will also provide an effective and efficient communication system both internally and externally.

Key Responsibilities

Technical/Professional:

- Greets and welcomes visitors to the PTD and directs them to the appropriate office/officer;
- Ensures courteous treatment of all staff and visitors to the PTD and via telephone;
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures);
- Provides accurate information in-person and via phone/email;
- Customers' enquiries and complaints recorded and dealt with;
- Researches, compiles and delivers information to the Customer Care Officers and Unit Head;
- Receives all incoming calls, identifies the officers required and connects callers to the appropriate extensions;
- Answers calls from extensions, dials numbers requested and connects callers to their requested number;
- Takes and relays messages promptly;
- Reports faults and defects to Unit Head and service providers;
- Maintains contact with Branch's/Directors/Outstations for smooth flow of information;
- Advises cashier and other staff members on the amount owing for private calls;
- Reconciles monthly bills and submits particulars relating to payments of all charges in the telephone register;

- Maintains office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges);
 - Ensures that systems, procedures and working practices are implemented accurately in accordance with the established format;
 - Ensures that a professional attitude and deportment are displayed at all times;
 - Maintains the PTD's corporate image at all times;
 - Reports faults and defects to relevant officers in a timely manner;
 - Displays professionalism, confidentiality and good deportment at all times.
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- Greets and welcomes customers to the Department and directs them to the appropriate office/officer or respond to their queries;
 - Receives and distributes packages and articles of mail delivered;
 - Delivers courteous treatment of all staff and visitors to the Department;
 - Ensures the Reception Area is welcoming with all necessary stationery and material (pens, forms, brochures etc.);
 - Manages the customers' enquiries and complaints and has them recorded;
 - Maintains professionalism and courteous conduct at all times;
 - Maintains the PTD's corporate image.

Required Knowledge, Skills and Competencies

Core

- Oral communication
- Written communication
- Customer and Quality Focus
- Integrity
- Problem Solving & Decision Making
- Interpersonal Skills
- Goal/Results Oriented
- Initiative
- Impact and Influence
- Teamwork and Cooperation
- Compliance
- Adaptability

Technical/Functional

- Analytical Thinking Skills
- Use of Technology
- Planning & Organizing
- Change Management
- Managing External Relationships
- Methodical
- Technical Skills

Knowledge of:

- Customer Service, telephone ethics and techniques.
- Records and office management principles and practices.
- The Post Office Act, Universal Postal Union guidelines and Customs Act and Regulations.
- The Post and Telecommunications Department's products and Services.
- Government/Department's policies and procedures.
- Switch Board operating.

Minimum Required Qualification and Experience

- Four (4) CSEC subjects at the general level with grades 1-3/GCE O'Level subjects grades A-C including Mathematics/numeric subject and English Language; **plus**
- Certificate in Management Studies, Public Administration, Business Administration or related area from an accredited tertiary institution;
- Certificate/Training in Customer Service and Telephone Ethics;
- Two (2) years of related work experience.

OR

- Four (4) CSEC subjects at the general level with grades 1-3/GCE O'Level subjects grades A-C including Mathematics/numeric subject and English Language;
- Certificate/Training in Customer Service and Telephone Ethics;
- Four (4) years of related work experience.

Special Conditions Associated with The Job

- Required to assist all customers efficiently, professionally, and with courtesy, including disgruntled customers.
- The environment is fast-paced, increased interaction with diverse stakeholders required.
- Normal office environment.

Applications accompanied by résumés should be submitted **no later than Tuesday, 17th September, 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**