



Office of the Services Commissions

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CIRCULAR No. 478 **OSC Ref. C. 6222¹³**

2nd December, 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 Telecommunications Department**:

1. **Superintendent (SOG/ST 6) - Western Region**, salary range \$5,198,035 - \$6,990,779 per annum.
2. **Assistant Technician (SOG/ST 5) - Western Region**, salary range \$3,501,526 - \$4,709,163 per annum.
3. **Administrative Officer (GMG/SEG 1)**, salary range \$3,501,526 - \$4,709,163 per annum.

1. **Superintendent (SOG/ST 6)**

Job Purpose

Under the general supervision of the Facilities/Property Maintenance Manager, the Superintendent is responsible for ensuring that all facilities owned or operated by the Post and Telecommunication Department (PTD) within the Western Region are structurally sound, mechanically operational, electrically efficient and safe. This is achieved through the planning and scheduling of regular preventative maintenance activities. The following parishes are included in the Western Region: St. Elizabeth, Westmoreland, Hanover, St. James, Trelawny and St. Ann.

Key Responsibilities

Management/Administration:

- Participates in the development of the Corporate, Operational and Unit Plan and accompanying capital and recurrent budget for the Division;
- Collaborates with Supervisor in the development of Individual Work Plan for signature and submission;
- Ensures the development/review and implementation of operational systems and procedures to guide the delivery of services within span of control;
- Provides technical advice and makes recommendation to improve operations;
- Keeps abreast of guidelines, policies, procedures and legislations impacting deliverables;
- Assists in maintaining a healthy and clean office environment;
- Assists in the preparation and review of bidding documents;
- Assists in evaluating proposals for professional services, construction, goods, services and contracts; ensuring adherence to public sector procurement policies, guidelines and processes;
- Keeps abreast of development in the field through correspondence and relevant periodical and product information and attending courses as useful;
- Keeps abreast of continued development in the field of mechanized postal handling and other equipment in the delivery of postal services.

Technical/Professional:

Preventative Maintenance

- Develops the schedules for the maintenance and upgrade of buildings, grounds, furniture, utilities, elevators, machinery, equipment and signage for Offices;
- Co-ordinates the implementation of various maintenance activities and programmes including energy and water conservation/efficiency initiatives;
- Monitors the preventative maintenance programme by providing a reliable and authoritative information, work orders and reports;
- Plans and implements fault reporting procedures for equipment and systems;
- Inspects the Department's facilities to determine replacement and/or maintenance activities;
- Develops inspection schedules and conducts site visits to ensure adherence to all procedures and work completion;

- Determines, in collaboration with Senior Building Repairs and Maintenance Officers, detailed maintenance requirements for all equipment and services required in the Post Offices assigned;
- Develops a method statement for activities, including risk assessment and job safety environmental analysis and Inspection Test Plan and Checklist, based on specifications of the project;
- Responds to emergency maintenance and repairs and other calls within the Head Office and from Branch Managers, and takes action where necessary/appropriate;
- Plans and implements major and minor modifications and upgrades, where necessary, to enhance the maximum utility of mechanized postal operations;
- Collaborates with Government Departments to manage building codes, fire safety, elevator safety and compliance.

Management of tools/equipment/parts

- Develops, in collaboration with stores, suitable information systems for stock and inventory control of material equipment and tools in the stores;
- Ensures the establishment and maintenance of contact with suppliers of relevant instruments/tools and equipment spares;
- Assists with the allocation of limited funds for purchase of equipment spares with usages, taking into account the relative importance of each component of the plant and other technical services;
- Ensures the proper layout and operation of the workshop and the availability of tools (special and common) and special instruments;
- Authorizes the issue of equipment spares, tools/instruments, lighting fixtures and materials from the stores and ensures these items are used for the correct purpose;
- Computes and recommends overtime work done by staff for payment.

Quality Assurance

- Manages all work methods and maintains knowledge on all quality assurance standards and monitors continuous application for all quality assurance processes, and recommends corrective actions for all processes;
- Ensures the maintenance of optimal quality services/jobs performed and prepares monthly reports to evaluate performance;
- Ensures compliance with all quality manuals and procedures, and collaborates with maintenance team, contractors and suppliers to maintain the quality of all systems;
- Ensures the maintenance of accurate records of work performed, and prepares and submits correspondences to relevant stakeholders in a timely and professional manner;
- Prepares and submits monthly progress reports, including status of systems determined from the analysis of daily reports of work carried out;
- Assists in overseeing the work of contractors to ensure that projects are completed to required standards in accordance with timelines and budgetary allocations and other contracts requirements/stipulations

Occupational Health and Safety (OHS)

- Assists in ensuring compliance to OH&S policy, procedures and risk assessments;
- Assists in the development and management of the Department's safety programmes, including assessing training needs and implementing safety practices and procedures;
- Assists in monitoring Fire Alarm detection and suppression systems and fire risk assessments; ensuring action is taken to mitigate risks and all corrective and preventative action of issues arising;
- Keeps up-to-date with all legislation ensuring compliance to all standards and laws;
- Provides draft disaster evacuation plans aligned with fire and building codes.

Other:

- The incumbent may, from time to time, be assigned duties not specifically outlined within the job description but are within the capacity, qualifications and experience normally expected from a person occupying this position.
- The incumbent may also be asked from time to time to assist with duties outside of the Western Region due to the exigencies of service.

Required Knowledge, Skills and Competencies

- Good knowledge of preventive maintenance method, principles and practices;
- Good knowledge of building codes and standard practices;
- Sound knowledge of laws governing building contracts and contracting;
- Good knowledge of tools, equipment and supplies used in providing building maintenance services;
- Sound knowledge of mechanical and electrical concepts, principles and systems;
- Sound knowledge of disaster preparedness methods, principles and requirements;

- Good project management skills;
- Ability to read and interpret plans and specifications for quantity survey purposes and for comparison with the progress of works;
- Ability to analyze, diagnose, troubleshoot and provide practical solutions.

Minimum Required Qualification and Experience

- Bachelors of Science Degree in Estate/Property or Construction Management, Electrical/Mechanical Engineering or related field;
- Certificate in Supervisory Management;
- Six (6) years of experience on the job training in the construction or other related field, with two (2) years at the managerial/supervisory level.

OR

- Any other equivalent combination of qualification and experience.

Special Conditions Associated with the Job

- Must own and operate a reliable motor vehicle;
- Frequent travelling is expected;
- Works indoors and outdoors;
- Exposure to external environmental elements consistent with building maintenance and upgrade functions;
- May be required to work beyond and outside of normal working hours in emergencies or to meet project deadlines.

2. Assistant Technician (SOG/ST 5)

Job Purpose

Under the general supervision of the Facilities and Property Maintenance Manager, the Assistant Technician will provide support in the planning, design, and co-ordination of both major and minor construction and refurbishment projects within the Western Region. The role involves ensuring that projects are completed in compliance with applicable codes, within established time frames, and in alignment with budgetary constraints. This includes assisting in the allocation of resources to initiate, plan, execute, monitor and close all related projects for the Post and Telecommunications Department. The following parishes are part of the Western Region St. Elizabeth, Westmoreland, Hanover, St. James, Trelawny and St. Ann.

Key Responsibilities

Management/Administrative:

- Participates in the development of the Branch's Budget, Operational and Corporate Plan;
- Prepares Work Plan in consultation with Supervisor;
- Contributes to the Unit's Monthly and Annual Reports;
- Prepares project reports;
- Certifies payments for workers and contractors and prepares draft final accounts;
- Executes tasks assigned in the development and continual performance improvement of the Branch.

Technical/Professional:

- Prepares Tender and technical documents for the procurement of goods, works and services;
- Prepares draft construction designs that meet the requirements for technical and specialist formulations for various post offices;
- Requests and monitors the preparation of project documents for the acquisition of equipment and delivery of projects;
- Prepares and submits human and physical resources for the execution of projects;
- Identifies and prepares preliminary and final drawings for the refurbishing of buildings and offices;
- Monitors the progress of all construction projects to ensure that time and cost parameters are maintained, by resolving a range of emergency problems and keeping the Manager informed on results of key issues;
- Prepares draft technical specifications for minor projects and renovations;
- Executes solutions to complaints/reports concerning engineering problems and ensures that they are resolved;
- Collects and monitors energy and water bills for analysis for presentation;

- Reviews utilities consumption and recommends strategies to minimize costs through energy audits.
- Reviews the work of the senior maintenance officers, general maintenance officers and external contractors, to ensure that the terms and conditions of contracts are adhered to and to ensure that resources are effectively utilized;
- Liaises with the Regional Managers, Heads of Division, Project Managers and contract workers to ensure projects are executed within time-lines and budget;
- Inspects buildings' structures to determine the need for repairs or renovations and makes recommendations to address needs identified;
- Serves on the Disaster Preparedness Committee.

Occupational Health and Safety (OHS)

- Ensures compliance to OH&S policy, procedures and risk assessments, ensuring actions are carried out to mitigate risks and all corrective and preventative action of issues arising;
- Monitors building management, fire alarm detection and suppression systems and fire risk assessments; ensuring action is taken to mitigate risks and all corrective and preventative action of issues arising;
- Keeps up-to-date proactively with all legislation, ensuring compliance to all standards and laws;
- Provides draft disaster evacuation plans which are aligned with fire and building codes.

Financial Management

- Monitors expenditure on projects;
- Participates in the preparation of the capital budget.

Other:

- The incumbent may, from time to time, be assigned duties not specifically outlined within the job description but are within the capacity, qualifications and experience normally expected from a person occupying this position.
- The incumbent may also be asked from time to time to assist with duties outside of the Western Region due to the exigencies of service.

Required Knowledge, Skills and Competencies

- Good knowledge of Building Engineering; Design and Construction; Facilities Maintenance;
- Good Project Management skill;
- Good knowledge of Occupational Health and Safety policy, procedure and practices;
- Sound knowledge of preparation of bidding documentation for procurement;
- Good negotiation and contract management skills;
- Working knowledge of construction process;
- Able to draft and interpret blueprints;
- Ability to collect and analyze equipment running data for maintenance purposes;
- Good computer skills and competent user of Microsoft office suite; Microsoft project; Primavera; PH Stats; StatsGraphic, Drafting Software (AutoCad, Revit, etc);
- Good knowledge of disaster preparedness methods, principles and requirements;
- Sound knowledge and understanding of the GoJ Financial Administration and Audit Act; Public Procurement Act, regulations and procedures;
- Sound knowledge GoJ Building Regulations.

Minimum Required Qualification and Experience

- Diploma in Architecture/Quantity Surveying/Civil/Construction/Structural/Engineering/Electrical/Mechanical Engineering or any related field from an accredited institution with at least five (5) years working experience in a related field;
- Training in Project Management;
- Training in Energy Management would be an asset.

Special Conditions Associated with the Job

- Must own and operate a reliable motor vehicle;
- Frequent travelling is expected;
- Works indoors and outdoors;
- Exposure to external environmental elements consistent with building maintenance and upgrade functions;
- May be required to work beyond and outside of normal working hours in emergencies or to meet project deadlines.

3. Administrative Officer (GMG/SEG 1)

Job Purpose

Under the direct supervision of the Business Development Manager, the Administrative Officer is responsible for providing professional, comprehensive and quality services to existing clients of the Department to ensure that value for money is attained.

The officer will also be responsible for the management of Corporate Mail and the processing of all financial/accounting activities inclusive of lodgements, reconciliation and verification of payments from corporate clients. He/she will actively participate in research activities concerning existing products and services offered, as well as their related promotional activities and processing of client appointments.

Key Responsibilities

Management/Administrative:

- Recommends business strategies and key performance indicators for existing products and services;
- Collaborates with direct reports in developing, signing and submission of Individual Work Plans;
- Keeps abreast of trends and changes in marketing strategies and recommends/implements changes, where necessary.

Technical/Professional:

- Assists in the development and implementation of business plans, operating records and financial statements for products and services offered by the Department;
- Maintains rapport/and strengthens relationships with existing clients;
- Prepares and issues instruments to collect customer satisfaction information;
- Analyzes customer satisfaction data and presents findings to the Business Development Manager for the improvement of products and services offered by the Department;
- Provides recommendations to the Postal Corporation of Jamaica, Customer Service Branch and the Corporate Communications Branch, regarding leads and new markets;
- Participates in on-going quality assurance audits to ensure efficient and effective delivery of commercial services;
- Provides assistance, where required, in strategic assessments to review Divisional development and the implementation of system of controls in all areas of the business, and to ensure alignment and achievement of objectives;
- Prepares documents geared toward informing existing clients of new developments in the Department's products and services;
- Contributes to the development of policies, strategies and operating objectives, consistent within the Department and the broader industry, to support the timely implementation of projects;
- Assesses clients for referrals to other products and services offered by the Department;
- Maintains relationships with sponsors and donor organizations via telephone, site visits e-mails etc.;
- Assists with the management of contractual obligations between the Department and its clients.
- Communicates with clients concerning discrepancies, overall service delivery and customer needs/satisfaction;
- Manages the accounts of clients for on-time payments and daily transactions from walk-in customers;
- Monitors and maintains implemented systems for Corporate Mail accounts;
- Monitors services offered to corporate clients to ensure the delivery of products and services in keeping with agreed contracts;
- Manages the Return Mail process to route returned mail through the proper channels;
- Ensures invoices for corporate clients are prepared, issued and ultimately filed;
- Assists in the review of operations for/concerning corporate clients inclusive of receiving, processing and dispatching bulk mail:
 - ✓ Works closely with the Counting Unit, Central Sorting Office-Letters which receives and processes mail items from corporate clients;
 - ✓ Monitors receivables management system that is used for recording all transactions billing relating to corporate customers in accordance with the Department's costing requirement;
 - ✓ Reviews active client files to ensure accurate billing;
 - ✓ Prepares individual breakdown of clients' mailing information and reconcile funds transferred from the Department's Deposit Account to Revenue Accounts to add to the Department's Appropriation In Aid (AIA) account;
 - ✓ Responds to queries/request/concerns from clients via telephone, email or otherwise;

- ✓ Assists the Business Development Officer in the processing of contracts;
- Collects, collates and safeguards information, data and evidence in all its various forms and disseminates based on instructions given;
- Assists supervisor with 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, Financial Administration and Audit Act (FAA) Act, illegal activities and misuse within the nation's postal system.

Human Resource Management:

- Manages the welfare and development of direct reports through the preparation of performance appraisals and recommendations of required training and development programmes;
- Provides leadership to direct reports through effective objective setting, delegation and communication processes;
- Provides guidance to direct reports through coaching, mentoring and training, providing assistance and support, as needed;
- Ensures that training and other needs of direct reports are adequately identified and addressed;
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Unit;
- Participates in the recruitment of direct reports for the Unit;
- Recommends Vacation Leave for direct reports in keeping with established human resource policies;
- Recommends/administers disciplinary action in keeping with established human resource policies.

Other :

- The incumbent may, from time to time, be assigned duties not specifically outlined within the job description but are within the capacity, qualifications and experience generally expected from a person occupying this position.

Required Knowledge, Skills and Competencies

- Sound knowledge of the universal Postal Union security standards;
- Sound knowledge of the Post Office Act (1941);
- Good knowledge of the Financial Administration and Audit Act;
- Sound knowledge of the postal industry and its operations;
- Good knowledge of risk management;
- Knowledge of the Staff Orders and the Public Service Regulations;
- Good knowledge of project writing, appraisal and monitoring and evaluations skills.

Minimum Required Qualification and Experience

- Bachelor's in Business Administration, Management Studies, Public Administration/Public Sector Management, Marketing or related field from an accredited tertiary institution;
- Two (2) years' experience in related area in the public sector or in an organization of a similar size and complexity.

Special Condition Associated with the Job

- May be required to work beyond normal working hours and days.

Applications accompanied by résumés should be submitted **no later than Friday, 13th December, 2024 to:**

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

Email: recruitment@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.

A handwritten signature in black ink, appearing to read 'Desreen Smith', with a stylized flourish at the end.

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