



Office of the Services Commissions

(Central Government)
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CIRCULAR No. 367

12th December, 2025

OSC Ref. C. 6222¹⁴

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. Assistant Branch Manager 1 (PTO/PMA 4) – (3 posts): (Savanna-La-Mar, Mandeville and Cross Roads Post Offices)**, salary range \$3,501,526 - \$4,709,163 per annum.
- 2. Assistant Branch Manager 2 (PTO/PMA 3) – (2 posts): Cross Roads Post Office – Kingston Region); (Highgate Post Office – Port Maria Region)**, salary range \$2,803,771 - \$3,770,761 per annum.
- 3. Branch Manager 3 (PTO/PMA 3) - (5 posts): (Mile Gully Post Office – Mandeville Region); (Clonmel Post Office – Port Maria Region); (Darliston - Sav-La-Mar Region); (Hayes Post Office – May Pen Region); (Race Course Post Office – May Pen Region)**, salary range \$2,803,771- \$3,770,761 per annum.
- 4. Executive Secretary 1 (OPS/SS 4) – General Administration Division**, salary range \$2,190,302 - \$2,945,712 per annum.
- 5. Executive Secretary 1 (OPS/SS 4) – Corporate Services Division**, salary range \$2,190,302 - \$2,945,712 per annum.

1. Assistant Branch Manager 1 (PTO/PMA 4)

Job Purpose

The Assistant Branch Manager 1 provides managerial assistance in the Post Office's operations. The incumbent undertakes the custody and accounting for cash and stock of postage stamps and other items of value. The incumbent is also responsible for managing customer queries and conducting investigations, where necessary.

Key Responsibilities

Management and Administrative:

- Participates in the development of the Corporate, Operational and Unit Plan and accompanying Capital and Recurrent Budget for the Division;
- In collaboration with the Regional Manager, develops the Post Office Operational, Unit Plan and Budget;
- 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;
- Advises and makes recommendations to the Branch Manager on the development of the Post Office;
- Assists with directing and coordinating the Post Office activities;
- Assists with the development of the Post Office 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 fora, conferences, meetings and seminars, disseminates information/knowledge gained to Staff and implements changes, 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 and 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 Bill Express cash received from Retail Customer Service Officer's 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 management of 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

- Sound knowledge of:
 - ✓ the Postal Industry and its Operations - Post Office Act (1941) and Universal Postal Standards
 - ✓ the Public Service Regulations, Staff Orders for the Public Service, the Financial, Administration and Audit (FAA) Act and Financial Instructions
 - ✓ Accounting principles and practices
 - ✓ Records Management
- Good oral and written communication skills
- Good planning and organizing skills
- Excellent customer service and interpersonal skills

Minimum Required Qualification and Experience

- Associate Degree in Business Administration or related field from an accredited tertiary Institution;
- Three (3) 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;
- Is the custodian for all financial values within the Post Office.

2. Assistant Branch Manager 2 (PTO/PMA 3)

Job Purpose

Under the direct supervision of the Branch Manager 1, the Assistant Branch Manager 2 provides managerial support in the operations of the Post Office (Postal Branch). The incumbent undertakes 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 Plans and accompanying Capital and Recurrent Budget for the Division;
- Develops the Post Office's Operational and Unit Plans 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 fora, 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

- Sound knowledge of:
 - ✓ the Postal Industry and its Operations - Post Office Act (1941) and Universal Postal Union Standards

- ✓ the Public Service Regulations, Staff Orders for the Public Service, the Financial, Administration and Audit (FAA) Act and Financial Instructions
- ✓ Accounting principles and practices
- ✓ Records Management
- Good oral and written communication skills
- Good planning and organizing skills
- 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.

3. Branch Manager 3 (PTO/PMA 3)

Job Purpose

Under the direct supervision of the Regional Manager, the Branch Manager 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 custody and accounting for cash and stock of postage stamps and other items of value.

Key Responsibilities

Management and Administrative:

- Participates in the development of the Corporate, Operational and Unit Plans and accompanying Capital and Recurrent Budget for the Division;
- Develops the Post Office's Operational and Unit Plan 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's 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 that organizational standards and policies are maintained and followed;
- Makes proper arrangements for the daily opening and closing of the Post 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 the 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 fora, conferences, meetings and seminars and 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 the Central Sorting Office, by monitoring Mail Drivers and Motor Bike Rider arrivals; dispatches and signs off on claims;
- Acts as custodian for all Main Stock Cash, Stamps and valuables assigned to the Post Office and secures items in the vault on behalf of the Postmaster General in accordance with the FAA Act/Regulations;
- Prepares for submission; Cash Book Statements of Revenue and Expenditure, Daily Mail Statistics and monthly Reports of all transactions 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 revenue daily and makes daily deposits to the Postmaster General's account directly or by registered mail;
- Records the receipt and disbursement of imprest, cash and stock, daily;
- Reconciles and balances 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 signs for all valuables on a monthly basis;
- Remits excess cash to Miscellaneous Revenue Account in the Finance and Accounts Branch and makes a 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 reconciles 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-know/have basis;
- Initiates investigations solely and or cooperatively into breaches of, but not limited to, the State's, Government's and the Department's various rules and regulations, the FAA Act, illegal 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 Postman districts.

Required Knowledge, Skills and Competencies

- Sound knowledge of:
 - ✓ the Postal Industry and its operations - Post Office Act (1941) and Universal Postal Union Standards
 - ✓ the Public Service Regulations, Staff Orders for the Public Service, the Financial, Administration and Audit (FAA) Act and Financial Instructions
 - ✓ Accounting principles and practices
 - ✓ Records Management
- Good oral and written communication skills
- Good planning and organizing skills
- 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.

4. Executive Secretary (OPS/SS 4)

Job Purpose

Under the direct supervision of the Postmaster General (PMG), 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

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, making photocopies of documents 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:

- Organizes and attends meetings, takes 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 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.
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Required Knowledge, Skills and Competencies

- 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
- ✓ the Government of Jamaica Records and Information Management practices and principles
- ✓ Office management practices and principles
- ✓ Web-based research techniques.
- Good interpersonal skills
- Good oral and written communication skills
- Good planning and organizing skills
- Ability to work in a team

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

- Graduated 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.

5. Executive Secretary (OPS/SS 4)

Job Purpose

Under the direct supervision of the Senior Director, Corporate Services, 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

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 Senior Director of the results;
- Disseminates circulars/information to staff on behalf of the Senior Director, Corporate Services;
- Receives and screens incoming telephone calls to the Senior Director, Corporate Services, providing friendly and professional greeting, directing calls, taking messages, as appropriate, and elicits necessary information to allow timely and accurate responses and responds, where appropriate.
- Performs clerical duties, such as faxing, photocopying, and mailing;

- Maintains the Senior Director, Corporate Services' Diary electronically, by recording appointments, meetings, 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 Senior Director, Corporate Services;
- Manages correspondence by maintaining database and manual records for logging and dispatching of documents.

Technical:

- Organizes and attends meetings, takes 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 Senior Director, Corporate Services, when necessary;
- Develops and maintains records management and information system for the Office;
- Researches and collates information to brief the Senior Director, Corporate Services, in preparation for meetings and other events;
- Manages the acquisition and use of stationery for the officer of the Senior Director, Corporate Services;
- Prepares status and other reports.

Required Knowledge, Skills and Competencies

- 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
 - ✓ the Government of Jamaica Records and Information Management practices and principles
 - ✓ Office management practices and principles
 - ✓ Web-based research techniques
- Good interpersonal skills
- Good oral and written communication skills
- Good planning and organizing skills
- Ability to work in a team

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

- Graduated 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.

Applications, accompanied by résumés, should be submitted **no later than Tuesday, 23rd December, 2025, to:**

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

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.

A handwritten signature in black ink, appearing to read 'M. Greene', with a long horizontal line extending to the right.

**M. Greene (Mrs.)
for Chief Personnel Officer (acting)**