



## Office of the Services Commissions

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### **CIRCULAR No. 42** **OSC Ref. C. 6222<sup>14</sup>**

4<sup>th</sup> March, 2026

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 **Director, Business Development and Special Projects (GMG/SEG 3) (not vacant)** in the **Postal Corporation of Jamaica**, salary range \$5,198,035 - \$6,990,779 per annum:

#### **1. Director, Business Development and Special Projects (GMG/SEG 3)**

##### **Job Purpose**

Under the direct supervision of the Senior Director, Operations, the Director, Business Development and Special Project will lead and oversee the development and growth of profitable new business; develop and maintain effective key customer/client relationships as well as ensure business growth through directing and managing business development activities and Special Projects to improve profitability, in keeping with the mandate of the organization. The Director, Business Development and Special Projects Unit will be required to work closely with the Commercial Service and Marketing Unit to achieve established strategic/operational objectives within the Corporation, Department and the wider Postal Industry.

##### **Key Responsibilities**

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

- Provides strategic direction and advice to the Senior Director of Operations on changes relating to commercial services and policies;
- Provides strategic advice on services to be developed and implemented such as e-commerce, counter automation;
- Presents Business Development Plan to Chief Executive Officer, Senior Director, Operations and Board Members;
- Reviews constantly the strategies for achieving the best marketing strategies;
- Participates in the strategic and operational planning processes for the Corporation;
- Liaises with Marketing and Sales Units to ensure brand consistency and increased sales;
- Establishes and implements systems for reporting of work done against stated and agreed Work Plans;
- Attends Departmental Meetings, Conferences and Seminars.

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

###### ***Business Development***

- Identifies business prospects and partnerships;
- Develops a growth strategy focused both on financial gain and customer satisfaction;
- Conducts research to identify new markets and customer needs;
- Develops negotiating strategies and positions by studying integration of new venture with company strategies and operations; examining risks and potentials;
- Arranges business meetings with prospective clients and provides feedback to the Director, Commercial Services and Marketing;
- Initiates and develops relationships with key prospects to identify and meet prospects' business needs;
- Maintains relationships with clients to ensure project success;
- Captures prospect and market needs and trends and consults with Executive Leadership and Internal Teams for solution development;
- Creates, administers, and implements the business development strategies and tactics for the Corporation;
- Promotes the Company's products/services, addressing or predicting clients' objectives;
- Establishes formal sales processes in order to keep a Team on track and provides the best opportunity to close a sale;
- Establishes databases of pertinent information for use in analyzing Financial Plans and Forecasts;

- Responds to Request for Proposals (RFP), reviews Regional Statistical Reports and Contractual Agreements and works with the Commercial and Marketing Team to write Proposals and Statement of Works (SOW), including the preparation of Project Budgets;
- Develops and monitors performance indicators for the business development process;
- Provides specific expertise and relevant experience into the product and services portfolio and strategic planning process as needed;
- Prepares Service Contracts ensuring agreed terms and conditions are clearly reflected;
- Analyzes the Financial Report on all services provided to Corporation/Department and provides recommendations.

***Special Projects:***

- Directs and integrates the activities of single or multiple, major project operations; ensures that project efforts are generally cohesive, consistent, and effective in supporting the Corporation's Mission, Goals and Strategic Plan/Objectives;
- Prepares and reviews, in conjunction with the Director, Commercial and Marketing Terms and general conditions of all projects to be adopted and implemented;
- Ensures that effective communication is maintained with the executing and planning partners on an ongoing basis throughout the various stages of the project cycle;
- Maintains strict adherence to the budgetary guidelines as well as quality, safety and security standards;
- Inspects sites/venues hosting each Project periodically;
- Participates in the development of policies, strategies, and operating objectives and ensures that they are consistent within the Organization and the broader industry to support the timely implementation of the project;
- Participates in and oversees the development, implementation, and maintenance of individual project objectives and short and long-range plans; develops tracking and evaluation programmes to assist in the accomplishment of established project goals and objectives;
- Manages and administers a large, diverse team of professional/technical and support staff, both directly and through lower-level managers and supervisors, if required;
- Manages the working relationships on behalf of the Corporation with external stakeholders;
- Consults, co-ordinates, and serves as a key liaison between the Corporation, Ministries, Agencies and Department on strategic matters of policy relating to the implementation of the project(s);
- Collaborates with Directors to establish programmatic goals and priorities for the Industry;
- Develops and manages Annual Budgets for the Project and performs periodic cost and productivity analyses;
- Recommends and participates in the development of the Corporation's wider policies and procedures and; may serve on Corporation's Planning and Policy-making Committees;
- Develops and administers Budgets and Business Plans for project development and deployment at an institutional level;
- Maintains currency of knowledge with respect to the Corporation's strategic directions and plans;
- Leads Special Projects that the Corporation embarks upon from time to time;
- Conceptualises and develops the scope and Project Plan for Special Corporate Projects collaboration with the CEO and Director;
- Follows through to implement Special Projects from procurement and management of consultants and other resources through to evaluation and monitoring of results and/or impact;
- Provides Project Management expertise/support to Divisions;
- Provides intermittent updates and reports to the Director on the progress of projects, obstacles being faced and recommendations for shifts and adjustments as appropriate.

***Human Resource:***

- Participates in recruitment, transfers, promotions and leave of staff;
- Ensures the developmental and welfare needs of staff are identified and addressed;
- Assesses training needs and collaborates with the Human Resource Unit in implementing service-related training programmes for postal staff islandwide;
- Participates in the delivery of on-the-job, service-related training for Regional Managers, Branch Managers and Postal Staff;
- Monitors and evaluates service-related performance of staff in Post Office locations and recommends corrective actions where necessary;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Branch's and Department's goals;
- Fosters an atmosphere of trust, high ethical and confidentiality standards;
- Performs any other related duties that may be assigned by the Senior Director from time to time.

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

### **Core:**

- Excellent oral and written communication skills
- Customer and Quality Focus
- Methodical
- Good problem-solving and decision-making skills
- Teamwork and co-operation
- Impact and Influence
- Ability to use own initiative
- Goal/Results oriented
- Integrity
- Compliance
- Adaptability
- Good interpersonal skills

### **Functional/Technical**

- Strategic Vision
- Financial and Business Acumen
- Analytical thinking skills
- Use of Technology
- Good planning and organizing
- Excellent leadership skills
- Technical skills
- People Management
- Managing Partnership
- Change Management
- Managing the client interface
- Managing external relationships
- Demonstrable confidentiality, diplomacy, discretion and integrity at all times
- Sound knowledge and understanding of Government machinery, systems management and performance monitoring for regulatory bodies in Jamaica
- Sound knowledge and understating of Government Procurement and Contract Management
- Sound knowledge and understating of planned change management techniques, practices and applications
- Thorough understanding of and ability to review and assess financial reports to determine discrepancies and/or areas of opportunities for efficient financial management and revenue generation
- Working knowledge of relevant computer applications
- Excellent knowledge of Business Development with proven ability to develop and implement a Business Plan
- Excellent Project Writing, Appraisal and Monitoring and Evaluation skills
- Knowledge of the Public Bodies Management and Accountabilities Act
- Knowledge of Project Management
- Knowledge of Business Forecasting
- Knowledge of Universal Postal Union Security Standards
- Knowledge of Post Office Act (1941)
- Knowledge of Financial Administration and Audit (FAA) Act and its instruction

## **Minimum Required Qualification and Experience**

- Bachelor's Degree in Business Administration or other equivalent professional qualification from an accredited Tertiary Institution;
- Specialized training in Project Writing, Appraisal, Monitoring and Evaluation and General Project Management;
- Proven working experience as a Business Development Manager, Sales Executive or a relevant role;
- Proven sales track record;
- Proficiency in MS Office and CRM software (e.g. Salesforce);
- Three (3) to five (5) years' experience in Project/Programme Management;
- Three (3) years' experience at the Senior Management level.

## **Special Conditions Associated with the Job**

- May be required to work long and unscheduled work hours to meet critical deadlines;
- This position requires that the post holder be on call 24 hours per day;
- A valid Driver's Licence and ownership of a motor vehicle is required for this post

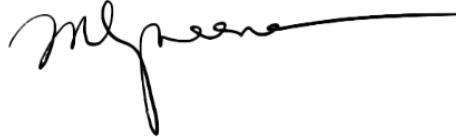
Applications accompanied by résumés should be submitted **no later than Tuesday, 17<sup>th</sup> March, 2026 to:**

**Director, Human Resource Management and Administration  
Postal Corporation of Jamaica  
6-10 South Camp Road  
Kingston, CSO**

Email: [hrma@jamaicapost.gov.jm](mailto:hrma@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 flourish extending to the right.

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