

OFFICE OF THE SERVICES COMMISSIONS
(CENTRAL GOVERNMENT)
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CIRCULAR No. 99
OSC Ref. C.6608⁷

22nd March, 2019

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 **Ministry of Culture, Gender, Entertainment and Sport**:

- 1. Senior Communications Officer (MCG/IE 4), Public Relations and Corporate Communications Division** salary range (as @ April 1, 2019) \$1,525,008 – \$1,812,756 per annum and any allowances attached to the post.
- 2. Customer Service Officer (GMG/AM 2), Corporate and Liaison Services Division** salary range (as @ April 1, 2019) \$939,448 - \$1,116,709 per annum and any allowances attached to the post.

1. Senior Communications Officer (MCG/IE 4)

Job Purpose

Under the direction of the Director, Public Relations and Corporate Communications, the incumbent assists with developing and implementing information strategies to present a favourable image of the Ministry and the Government of Jamaica (GoJ) in order to enhance public acceptance of the Ministry's policies and programmes.

Key Responsibilities

Management/Administrative:

- Assists with the development, implementation and monitoring of the Divisions Operational/Work Plans and Budget;
- Participates in the development and implementation of an annual comprehensive Communications/Public Relations Plan and relevant Programmes for the Ministry;
- Supports the requirements of the approved Budget for the Division, ensuring that all expenditure is documented and accounted for according to GoJ Guidelines.

Technical/Professional:

- Advises the Minister on media issues;
- Researches and writes speeches for the Minister and Permanent Secretary;
- Arranges news conferences and briefings as required;
- Assists with preparing the Minister's Parliamentary Presentations;
- Liaises with Communications Officers in all Ministries/Departments/Agencies on matters affecting the image of the Ministry and devises corrective action(s) as required;
- Prepares, edits and issues media advisories, news releases, feature stories, captioned photographs, announcements, advertisements and liaises with media houses for disseminating information;
- Attends and arranges media coverage for the Ministry's events;
- Attends meetings on behalf of the Ministry and delivers speeches to enhance the Ministry's image;
- Represents the Ministry on television and radio as directed;
- Develops and maintains a harmonious relationship between the Ministry and the media;
- Develops and maintains the Ministry's strong and positive presence on new media platforms including Website, Facebook, Twitter, Instagram Account and YouTube channel.

Required knowledge, Skills and Competencies

Core/Technical:

- Knowledge of the general functions, programmes, objectives and policies of the Ministry
- In-depth knowledge of mass communication techniques
- Excellent speech, news writing and editing skills
- Excellent skills and experience in new media
- Excellent customer and quality focus
- Proficiency in the use of Microsoft Office Suite and other relevant computer applications and systems
- Excellent oral and written communication skills
- Excellent problem solving and decision making
- Ability to work as part of a team and is cooperative
- Good ethical principles and sound integrity
- Adaptability
- Good interpersonal skills
- Ability to effectively manage external relationships

Minimum Required Qualification and Experience

- An Undergraduate Degree in Mass Communication, Journalism or equivalent;
 - Five (5) years' experience in Corporate Communications, Public Relations or Advertising;
- Or**
- Diploma in Mass Communications/Journalism;
 - Eight (8) years' experience in Corporate Communications, Public Relations or Advertising with at least five (5) years in a senior capacity.

2. Customer Service Officer (GMG/AM 2)

Job Purpose

Under the general supervision of the Customer Relations Manager, the incumbent is responsible for providing information and excellent service to internal and external customers.

Key Responsibilities

- Acts as first point of contact to customers and visitors;
- Manages front desk operations and provides directions to customers and visitors;
- Greets and directs visitors to the Ministry and informs staff of visitors and logs date and time of entry;
- Collects and distributes mails, correspondences, packages and other relevant items received at the Receptionist's Desk in keeping with Registry procedure;
- Records items collected and dispatched at the Receptionist's Desk;
- Ensures that members of staff are notified of an emergency and the consequent decisions to be taken;
- Disseminates information including brochures and pamphlets to internal/external customers;
- Records complaints/issues and refers to the relevant Division/personnel;
- Logs corresponding resolutions to complaints;
- Updates the Attendance Register daily and submits Monthly Punctuality Report;
- Answers incoming calls, receives messages and transfers calls to the appropriate staff.

Required knowledge, Skills and Competencies

- Knowledge of customer service principles and practices
- Knowledge of the role and functions of the Ministry and its Agencies
- The ability to work under pressure and deal with challenging situations in a sensitive and creative manner
- The ability to develop and maintain positive and cooperative working relations
- Customer and quality focus
- Proficiency in use of Microsoft Office Suite and other relevant computer applications and systems

- Excellent oral and written communication skills
- Excellent problem solving and decision making skills
- Sound integrity and good judgment
- Ability to work in teams
- Excellent interpersonal skills

Minimum Required Qualification and Experience

- Diploma in Business Studies/Office Management or related discipline from a recognized tertiary institution;
- Four (4) CXC's or GCE 'O' Levels including English Language and a numeric subject;
- Certificate in Customer Service/Customer Relations Management;
- Certificate in Telephone Techniques and Switchboard Operations;
- Two (2) years' experience in related field.

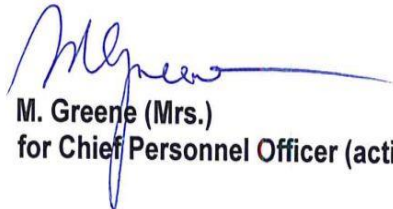
Applications accompanied by résumés should be submitted **no later than Thursday, 4th April, 2019 to:**

**Director, Human Resource Management and Development
Ministry of Culture, Gender, Entertainment and Sport
4-6 Trafalgar Road
Kingston 5**

Email: hrrmd@mcges.gov.jm

Please note that only short listed 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.


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