

Office of the Services Commissions

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CIRCULAR No. 28 **OSC Ref. C. 6222¹⁴**

5th February, 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 fill the following **vacant** posts in the **Postal Corporation of Jamaica**:

1. **Director, Business Development and Special Projects (GMG/SEG 3)**, salary range \$5,198,035 - \$6,990,779 per annum.
2. **Records Officer 1 (PIDG/RIM 2)**, salary range \$1,711,060 - \$2,301,186 per annum.
3. **Driver (LMO/DR 2)**, salary range \$27,682 - \$37,229 per week.

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. 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 Corporations 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 a 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

2. Records Officer 1 (PIDG/RIM 2)

Job Purpose

Under the supervision of the Manager, Commercial Services, the Records Officer, provides the Postal Corporation with support services to include customer service support, inventory and records management, and general administrative support, to allow for the effective and efficient execution of commercial services.

Key Responsibilities

- Conducts inventory stock counting/ inventory accuracy checks at the Postal Corporation to ensure items received whether as part of government assets or as part of commercial services operations for business clients are tagged and accounted for;
- Updates record of all government assets, received issued and outstanding balance by recording quantity ordered, unit cost, total cost of quantity ordered along with invoice and delivery number issued;
- Assists with stock - taking/stock confirmation in conjunction with designated staff for the Postal Corporation;
- Updates all records and ensure there is an organized filing system
- Performs similar duties for business support products and service implemented by the Postal Corporation from time to time;
- Performs any other related duties that may be assigned from time to time, as directed by Supervisor.

Required Knowledge, Skills and Competencies

Core:

- Good oral and written communication skills
- Good team working skills
- Ability to use own initiative
- Compliance
- Numerical and analytical skills
- Integrity
- Good problem-solving and decision-making skills
- Confidentiality

Technical:

- Knowledge of the Staff Orders for the Public Service and the Public Service Regulations
- Knowledge of Accounting principles, practices and procedures
- Knowledge of Government of Jamaica Records and Information Management Policy and Procedures Manual
- Knowledge of the Public Bodies Management and Accountability Act
- Computer proficiency and experience using spreadsheet, charting, and other software tools, such as Microsoft Word, Excel, PowerPoint, and Outlook.
- Attention to detail with good degree of accuracy

Minimum Required Qualification and Experience

- Graduated from a Secondary institution with four (4) subjects at the CXC or GCE 'O' Level, including English Language and a numeric subject, plus a minimum of three to four (3-4) years' experience at the Level 1 or an equivalent academic training and experience.

Special Conditions Associated with the Job

- Lifting of items;
- Exposure to dust;
- Standing for extended periods;
- Sitting for extended periods;
- Exposure to hazardous fumes;
- Exposure to harmful chemicals;

- May require work beyond normal working hours and on weekends;
- Required to follow relevant safety guidelines issued by the Company and/or as may be prudent in the execution of duties;
- Necessary safety and protective gears to be worn in the execution of duties.

3. Driver (LMO/DR 2)

Job Purpose

Under the general direction of the Administrative Services and Fleet Manager, the incumbent is responsible for dropping off and picking up employees approved to be transported, bearer services, maintaining a travel log to record work hours, travel-time and locations travelled to.

Key Responsibilities

Technical:

- Transports designated staff to assigned locations;
- Keeps and account of items in the Mobile Unit;
- Collects resource material and deliver Mail island-wide;
- Loads and unloads goods/equipment;
- Maintains and update the Driver's Log Sheet;
- Inspects and advices supervisor on motor vehicle condition;
- Submits reports on any motor vehicle defects/accidents;
- Ensures the proper usage and care of assigned motor vehicle;
- Checks the vehicle assigned each morning to ensure that the braking and signaling systems are functioning properly and the oils, water coolant, brake fluid or oil, air pressure for air brakes are at operating levels;
- Checks spare tyres, tools and jacks are in place and ensure that any puncture tyre on the Unit is changed before driving the Unit;
- Informs supervisor when the vehicle requires service and maintenance;
- Reports all defects, deficiencies, shortages or damages discovered to the relevant personnel promptly;
- Prepares reports and maintains records on the operations of the vehicles;
- Assists with the transportation of mail from the Head Office to locations in the Corporate Area;
- Performs any other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Good oral and written communication skills
- Integrity
- Compliance
- Good interpersonal skills
- Good problem-solving and decision-making skills
- Adaptability
- Teamwork and co-operation
- Goal/Results Oriented
- Customer and Quality Focus
- Ability to use own initiative
- Good planning and organizing skills
- Methodical
- Analytical thinking skills
- Social skills
- Technical skills
- Ability to write a basic incident/accident report
- Good interpersonal and customer relations skills
- Integrity/ethics in the performance of duties
- Conscientious and flexible

Functional/Technical:

- Good use of technology
- Sound knowledge of Road Code Regulations
- Working knowledge of local roads and routes
- The ability to utilize maps, GPS systems, and car manuals
- Working knowledge of Auto-Mechanics

Minimum Required Qualification and Experience

- Secondary School Certificate;
- Basic training in Auto Mechanics;
- Valid Driver's License and able to drive vehicle weighing 7000lbs with at least three (3) years' experience;
- Punctual and reliable;
- Clean driving record.

Special Condition Associated with the Job

- Extensive driving.


Applications accompanied by résumés should be submitted **no later than Wednesday, 18th February, 2026 to:**

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

Email: 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.



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