



## Office of the Services Commissions

(Central Government)  
Ministry of Finance and the Public Service Building  
30 National Heroes Circle, Kingston 4  
Jamaica, West Indies  
Tel: 876-922-8600  
Email: [communications@osc.gov.jm](mailto:communications@osc.gov.jm)  
Website: [www.osc.gov.jm](http://www.osc.gov.jm)

### **CIRCULAR No. 97** **OSC Ref. C.6222<sup>14</sup>**

**21<sup>st</sup> May, 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 **Post and Telecommunications Department**:

- 1. Customer Care Officer (GMG/AM 3) – Public and Customer Relations Branch**, salary: \$2,190,302 per annum.
- 2. Administrative Assistant (GMG/AM 2) – Human Resource Management and Development Branch**, salary: \$1,711,060 per annum.

#### **1. Customer Care Officer (GMG/AM 3)**

#### **Job Purpose**

Under the direction of the Manager, Customer Care (GMG/SEG 2), the Customer Care Officer, is responsible to assist the general public in all aspects of their interaction with the Post and Telecommunications Department (PTD) with the objective of achieving the mandate of the PTD.

The incumbent will also manage customer inquiries and complaints and interact with customers to provide and process information.

#### **Key Responsibilities**

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

- Serves as liaison between Branch's/Units and the customers;
- Responds to customer requests/enquiries;
- Directs requests/enquiries to appropriate staff;
- Deals with customer enquiries or complaints by phone, post, email or direct interaction;
- Follows-up on customer enquiries not immediately resolved;
- Provides customers with product and service information;
- Maintains portfolio of the PTD's products and services;
- Maintains portfolio of the business processes of all services of the PTD and its agencies;
- Maintains database on key customers of the PTD and tracks customers interface with the PTD;
- Foresees possible delays or complications and plans strategies to avoid or minimize them;
- Analyzes situations to determine the best use of resources;
- Records details of issues and action taken;
- In collaboration with the Corporate & Public Relations Unit, updates relevant Notice Boards and the Libraries with information relevant to the customers;
- Identifies, researches and resolves customer issues using the computer system;
- Recommends new systems, procedures or working practices to improve customer service efficiency;
- Recognizes documents and alerts the relevant staff of trends in customer calls;
- Completes call logs and reports;
- Collates information and prepares monthly/quarterly and annual reports;
- Maintains a log of customers complaints and queries;
- Communicates with internal Branch's on customer service issues;
- Maintains the right style and matches customer pace;
- Participates in quarterly meetings of the Intra-Ministerial Customer Service Team and prepare relevant Minutes and reports;
- Performs other related duties that may be assigned from time to time.

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

### **Core**

- Excellent oral and written communication skills;
- Excellent interpersonal skill;
- Excellent problem solving and decision making skills;

### **Technical**

- Knowledge of customer service techniques, principles and practices;
- Knowledge of conflict management methodology, principles and practices;
- Knowledge of metrics used to monitor and measure customer services delivery/satisfaction;
- Knowledge of records management principles and practices;
- Knowledge of the Post Office Act, Universal Postal Union guidelines and Customs Act and Regulations;
- Knowledge of the Post and Telecommunications Department's products and Services;
- Knowledge of Government/Department's Policies and Procedures;
- Knowledge of GOJ Customer Service Policies & Procedures.

## **Minimum Required Qualification and Experience**

- Associate's Degree/Diploma in management Studies, Business Administration or a related discipline;
- Specialized training in customer services
- At least two (2) years in Customer Service or performing related functions
- Knowledge of Customer service principles and practices

## **2. Administrative Assistant (GMG/AM 2)**

### **Job Purpose**

Under the direct supervision of the Director, Human Resource Management, the Administrative Assistant is responsible for providing administrative support to the HRM Section by co-ordinating activities, scheduling appointments, preparing Minutes, reports, briefs, collects and analyses data and researches information.

### **Key Responsibilities**

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

- Provides administrative support to the Director, HRM;
- Manages calendar, schedules and providing regular updates;
- Arranges travel plans and itineraries;
- Co-ordinates meetings and other events;
- Prepares agendas and packages for meetings;
- Reviews and edits reports, provides secretarial and clerical support to the Director, Human Resource Management;
- Records and produces Minutes of meetings chaired by the Director, HRM;
- Processes incoming and outgoing correspondence;
- Responds to routine enquiries;
- Drafts correspondence, memoranda, other documents and presentations;
- Maintains record of all incoming and outgoing correspondences;
- Complies and reviews monthly and annual reports;
- Researches and provides information to the Director for the preparation of reports;
- Screens and introduces visitors to the Director's Office;
- Receives, screens and routes telephone calls and takes and relays messages;
- Prepares monthly Travel Claim Forms for submission;
- Screens requests for information from the HRM Section and responds or refers to the appropriate member of staff;
- Assists in the organization of meetings, and/or workshops being held by the HRM Section by ensuring that meeting rooms are booked, refreshment is requested and necessary materials are prepared and circulated/distributed in a timely manner;
- Maintains an adequate inventory of office supplies;
- Maintains the Leave and Attendance records of staff within the HRM Section;

- Maintains computerized and manual files and records including filing, retrieval, retention and storage;
- Ensures security guidelines are strictly observed to safeguard the confidentiality of documents in the Director HRMs Office;
- Provides general administrative and clerical support including mailing, scanning, and copying;
- Performs data entry operations;
- 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.

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

#### **Core**

- Excellent oral and written communication skills;
- Excellent interpersonal skill;
- Excellent problem solving and decision making skills
- Excellent use of Information and Communications and Technology;

#### **Technical**

- Typing
- Document Preparation
- Office Administration and Management
- File Management
- Document Management
- Knowledge of the Staff Orders and The Public Service Regulations

### **Minimum Required Qualification and Experience**

- Diploma in Business Administration, Human Resource Management or equivalent;
  - Two (2) years' related experience;
- OR**
- Successful completion of Certificate in Administrative Management (Level 1) at the Management Institute for National Development (MIND) or Diploma/Certificate from an accredited secretarial school.

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

- Normal office conditions
- May be required to work beyond and outside normal working hours in meeting deadlines or in providing support services at meetings and events.

Applications accompanied by résumés should be submitted **no later than Wednesday, 3<sup>rd</sup> June, 2026, to:**

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

Email: [hrunit@jamaicapost.gov.jm](mailto: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.**



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