



Office of the Services Commissions

(Central Government)

Ministry of Finance and the Public Service Building

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CIRCULAR No. 97 **OSC Ref. C.6222¹⁴**

20th 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 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.

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, 3rd 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

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)**