



Office of the Services Commissions

(Central Government)

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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, Customer Service (GMG/SEG 3)**, salary: \$5,198,035 per annum.
2. **Manager, Corporate Communications and Public Relations (MCG/IE 5)**, salary: \$5,198,035 per annum.
3. **Supervisor, Safety and Security (GMG/SEG 3)**, salary: \$5,198,035 per annum.
4. **Project and Property Manager (GMG/SEG 3)**, salary: \$5,198,035 per annum.
5. **Manager, Customer Care (GMG/SEG 2)**, salary: \$4,266,270 per annum.
6. **Senior Repairs and Maintenance Specialist (Mechanical/Electrical) (SOG/ST 5), Western Region**, salary: \$3,501,526 per annum.

1. Director, Customer Service (GMG/SEG 3)

Job Purpose

Under the direction of the Senior Director, Corporate Services (GMG/SEG 5), the Director, Customer Service (GMG/SEG 3) is responsible for the coordination, leadership and management of the Customer Service portfolio of the Post and Telecommunications Department. Specifically, the Director is responsible for the development, monitoring and implementation of the portfolio's policies, programmes, projects, standards and related activities, for driving the modernization of the Customer Service Programme across the Post and Telecommunications Department.

The incumbent maintains linkages with the ISO Branch at the Ministry of Industry, Investment and Commerce, and other key stakeholders (such as the Corporate Planner) in support of ISO Certification on Quality Management Systems and improved service delivery across the Post and Telecommunications Department, in accordance with the Government of Jamaica's Public Sector Modernization Vision & Strategy, as well as the Post and Telecommunications Department's Citizens' Charter.

Key Responsibilities

Management/Administrative

- Develops the Branch's Annual Operational Plans to be incorporated within the Directorate's Operational Plan;
- Develops the Branch's Annual Budget and manages expenditures within Budget Ceilings;
- Develops and submits the Branch's monthly, quarterly, half-yearly and annual reports for relevant internal and external stakeholders of the Department;
- Develops and implements relevant policies and procedures toward the achievement of the Branch's objectives;
- Represents the Branch at meetings, seminars, workshops, conferences and other fora;
- Liaises with the Cabinet Office and any other Post and Telecommunications Department; public or private, involved in the planning, development and implementation of Customer Service initiatives;
- Convenes quarterly meetings of the Intra-Ministerial Customer Service Team and prepare relevant minutes and reports.

Technical/Professional

- Meets customer service objectives by integrating customer service information and recommendations to strategic plans and reviews;
- Preparing and completing action plans; implementing productivity, quality, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change;
- Maximizes customer operational performance by providing Help Desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques;
- Ensures robust Complaints Management System is in place to resolve customer complaints promptly;
- Improves customer service quality results by reviewing, evaluating, and re-designing business processes; establishing and communicating service metrics; implementing changes;
- Recommends, maintains and implements customer service policies, procedures, and guidelines;
- Develops and implements service-level standards focused on response times and issue resolution;
- Develops and implements Customer Service strategies and specific objectives;
- Facilitates customer service financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analysing variances; initiating corrective actions;
- Periodically facilitates employees' training and development in Customer Service across the Department;
- Reviews and documents business processes aligned to the key services of the Department;
- Develops and implements the Customer Service Improvement Plan;
- Develops and monitors the Customer Service Balanced Scorecard;
- Develops and monitors the Complaints Management System;
- Leads the Intra-Departmental Customer Service Monitoring & Evaluation Team;
- Leads the development and implementation and maintenance of the Citizens' Charter;
- Supports the certification of the Post and Telecommunications Department in ISO 9001:2015;
- Determines customer service requirements by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analysing information and applications;
- Facilitates promotion and awareness of customers to the Department's products and services;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- In collaboration with the Manager, Corporate Communications and Public Relations conducts relevant campaigns and expositions to increase awareness and promotion of the goods and services of the Department.

Human Resource Management

- Coordinates and monitors the work of the Branch;
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends and/or attains established personal and/or organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Branch and recommends transfer, promotion, termination and leave in accordance with established human resource policies and procedures;
- Ensures the welfare and development needs of staff in the Branch are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Branch's and the organization's goals;
- Allocates and schedules work; allocates monthly mileage to travelling officers;
- Maintains monitors and submits Attendance Reports for all relevant members of staff;
- 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 the Civil Service regulations and procedures, Financial Administration and Audit Act and the Public Procurement
- Knowledge of the Public Bodies and Management Accountability Act
- Knowledge of the GOJ's Customer Service Policy Papers
- Knowledge of the Post Office Act (1941)
- Knowledge of the ISO on Quality Management Systems
- Knowledge of the Research methods and analysing data
- Knowledge of the GOJ's policies & procedures
- Knowledge of the Web-based research techniques.

Minimum Required Qualification and Experience

- Bachelor's Degree in Business Administration or Management or related field.
- At least three (3) years' experience in Customer Service at a supervisory level.
- Experience with Call Centres and Help Desk environments.

2. Manager, Corporate Communications and Public Relations (MCG/IE 5)

Job Purpose

Under the direction of the Senior Director Corporate Services, the Manager, Corporate Communications and Public Relations (MCG/IE 5) is responsible for developing, implementing and managing an effective Communication and Public Relations Programme for the Post and Telecommunications Department (PTD). The incumbent is also responsible for creating sound strategies that will sustain a positive brand image for the Department.

Key Responsibilities

Management/Administrative:

- Develops and monitors the implementation of the Branch's Operational Plan and Budget;
- Develops Individual Work Plan, ensuring alignment with the Operational/Unit Plan for the Branch;
- Ensures that the work of the Branch is carried out as planned and agreed targets are achieved;
- Develops mechanisms to respond to media requests/queries in a manner which will consistently project a positive image of the Department;
- Co-ordinates the production of routine and special reports on the communication matters of the PTD;
- Provides updates and edits all information to be posted regarding the Post and Telecommunications Department and other communication media;
- Maintains membership in professional affiliation with local, regional and international media practitioners;
- Represents the Branch/Department at meetings/conferences and other functions, as necessitated.

Technical/Professional:

- Develops and oversees the implementation of the Department's communication strategies and plans;
- Directs the development of the Department's Public Education Programmes;
- Plans and co-ordinates the execution of Press Conferences, press tours, launches and other PR-related events and activities;
- Co-ordinates and ensures that appropriate policies and procedures are in place to guide the communications related operations of the Department;
- Provides strategic communication counsel and technical advice to the Postmaster General and the Senior Management Team on issues of Communication, Public Relations, and Information Management;
- Directs and co-ordinates research on matters for public dissemination;
- Prepares speeches, briefs, position papers, etc. and reviews those prepared by staff;

- Ensures that all media enquiries are handled effectively and appropriately;
- Establishes mechanisms to monitor print and electronic media and prepares timely responses to issues that are relevant to the Department;
- Collaborates with senior management staff to develop appropriate internal communications for staff;
- Plans and co-ordinates the execution of formal and informal functions and other Public Relations events on behalf of the Department;
- Directs and co-ordinates media coverage for official functions;
- Conducts Risk Assessment of the Department's communication strategies;
- Develops risk mitigation strategies to protect the image of the Department;
- Manages the implementation of crisis communications strategies, ensuring effective media management of sensitive information;
- Develops strategic risk mitigation to protect the image of the Department;
- Develops and maintains strategic working relationships with key stakeholders, including media representatives to inform, educate and provide support that aids the promotion of the Department's mandate;
- Monitors social, economic and political trends that may have an adverse or positive effect on the Post and Telecommunications Department;
- Develops strategies to capitalize on opportunities and mitigate any negative impact on the Department;
- Develops and implements appropriate mechanisms to measure and evaluate the delivery of information relating to the Department;
- Leads the arrangements for Media Sensitization Training;
- Drafts and reviews new communication policies and programmes.

Human Resource Management

- Manages the welfare and development of direct reports through the preparation of performance appraisals and recommendation for required training and development programmes;
- Provides leadership to direct reports through effective objective setting, delegation, and communication processes;
- Provides guidance to direct reports through coaching, mentoring and training; providing assistance and support as needed;
- Ensures that training and other needs of direct reports are adequately identified and addressed;
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Branch;
- Participates in the recruitment of direct reports for the Branch;
- Recommends vacation leave for direct reports in keeping with established human resource policies;
- Recommends/administers disciplinary action in keeping with established human resource policies;
- Performs other related duties that may be assigned from time to time.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills;
- Excellent interpersonal skill;
- Excellent problem solving and decision making skills;
- Excellent problem People Management;
- Excellent Change Management;
- Knowledge of the media landscape;
- Knowledge of the Communication strategies and techniques;
- Knowledge of the Media and Public Relations protocol;
- Knowledge of the Access to Information Act;
- Knowledge of the Government of Jamaica's and the Post and Telecommunications Department's policies, rules and regulations;
- Knowledge of the Citizens' Charter;
- Knowledge of the GOJ's policies & procedures;
- Knowledge of the fostering and maintaining a good working relationship with the media.

Minimum Required Qualification and Experience

- Master's Degree in Media/Communications Studies, Mass Communication, Public Relations or a related discipline;
- Five (5) years' experience in a media and communications environment, with at least three (3) years in a management capacity;

OR

- Bachelor's Degree in Media/Communications Studies, Mass Communication, Public Relations or a related discipline;
- Eight (8) years' experience in a media and communications environment, with at least four (4) years in a management capacity.

Special Conditions Associated with the Job

- Required to work continually under stressful conditions to respond to communications matters without prior notice;
- Required to travel locally and overseas;
- Required to possess a valid Drivers' License and a reliable motor vehicle;
- Required to work beyond normal working hours at times to meet deadlines;
- Required to respond to matters of public interest without prior notice.

3. Supervisor, Safety and Security (GMG/SEG 3).

Job Purpose

Under the supervision of the Director, Safety and Security the Supervisor, Safety and Security (GMG/SEG 3) is responsible for developing, implementing and monitoring effective programmes for the establishment of a robust safety and security culture within the Department.

The incumbent will ensure:

- The protection of physical infrastructure/office, equipment/furniture, documents information and telecommunication assets;
- The preparation of safety and security plans;
- Investigation of complaints against members of staff as well as security and safety breaches identified; and
- The development of mechanisms to maintain transparency and efficiency as well as business continuity.

The Supervisor, Security and Safety will be required to work closely with the Director, Regional Divisions as well as the International and Local Mail Planning Unit to ensure the end -to-end security of mail items.

Key Responsibilities

Management/Administrative

- Contributes to the development of the Section's Budget, Operational and Unit Plan;
- Collaborates with supervisor in the preparation, signing and submission of Individual Work Plan;
- Manages the day-to-day operations and services of the Section ensuring Unit/Individual Plans are aligned to the operational objective and budget of the Department and is executed;
- Prepares and submits to the Director, Safety and Security status reports on activities of the Section in keeping with Operational Plan and Work Plans;
- Keeps abreast with new security and safety-related technologies and recommends improvements;
- Represents the Department at meetings, conferences, and other fora.

Technical/Professional

- Plans, executes, assesses and monitors all tasks assigned;
- Produces periodic and ad-hoc reports for every incident, security threat, and vulnerability reported or identified;
- Provides technical advice in support of the Department's security policy, strategy, guidelines, standards and best practices;
- Contributes to the development of safety and security strategies, policies, procedures and plans to include cyber security;
- Develops and implements Standard Operating Procedures (SOPs) for handling future types of security incidents that could threaten the Department's operations;
- Assists with the development of security guidelines for the regulation of the postal sector that is to prevent theft, compromise, contamination etc. of mail;
- Contributes to the development of information security, cyber security and protective security-related policies as well as related guidelines, standards and best practices within the Public Sector;

- Performs proactive engagement to identify potential risks as well as threats to the postal sector and its stakeholders both locally and internationally;
- Ensures compliance with safety and security guidelines, standards and requirements;
- Participates in discussions for the development of Government safety and security strategy;
- In collaboration with the Human Resource Development Section, ensures that safety and security awareness training or sensitization sessions are conducted;
- In collaboration with the Human Resource Development Section ensures the development of training modules and technical documentation;
- Ensures that access control and CCTV Systems are installed and monitored as well as an identification card system is acquired and managed;
- Coordinates the conduct of security/risk assessments and ensures that exercises are conducted to test the resilience of the infrastructure/office and operations;
- Assists the Director, Information Communication Technology in the investigation of computer security incidents using appropriate analytical tools;
- Conducts knowledge sharing sessions with other technical personnel on lessons learnt or new findings within the Public Service;
- Ensures that all in-place security solutions for the Department are monitored for efficient and optimal operations;
- Ensures the design and execution of threat and vulnerability assessments, through security audits, investigations and surveys and the preparation of reports on mitigating strategies;
- Ensures that the investigation of complaints against members of staff are conducted to determine the veracity of claims;
- Ensures that the requisite safety and security exercises/drills are conducted as required;
- Ensures the establishment of the requisite partnerships with key stakeholders such as the Jamaica Constabulary Force, Major Organised Crime and Anti-Corruption Agency, Jamaica Defence Force etc. as well as various Private Security Companies;
- Ensures that all threats reported/received against any matter of staff is addressed in a timely, appropriate and meaningful manner;
- Ensures the timely engagement and oversight of Private Security Companies and Officers to support the security architecture of the Department;
- Ensures/provides direct oversight and management of the Department's internal Security Officer/Guard Force;
- Ensures the routine preparation of standing or work orders for Security Officers and Security Companies.

Human Resource Management

- Participates in recruitment of staff for the Section, recommends transfers, promotion and leave;
- Ensures the developmental and welfare needs of staff and Security Officers in the Regional Safety and Security Section are identified and addressed;
- Monitors and evaluates the performance of direct reports and recommends corrective actions where necessary;
- Establishes and maintains a system that fosters a culture of team work, employee empowerment and commitment to the Regional Safety and Security Section and the Department's goal;
- Provides guidance to direct reports through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that training and other needs of direct reports are adequately identified and addressed;
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Section;
- Recommends vacation leave for direct reports in keeping with established human resource policies;
- Recommends/administers disciplinary action in keeping with established human resource policies;
- Performs any other related duties 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
- Excellent strategic vision

Technical

- Knowledge of Security Mechanisms
- Knowledge of Security Architecture

- Knowledge of Occupational Health & Safety
- Knowledge of Universal Postal Union Security
- Knowledge Post Office Act (1941)
- Knowledge of Incident Handling & Analysis Skills
- Knowledge of Risk Management
- Knowledge of Safety protocols
- Knowledge of Government records management practices and procedures.

Minimum Required Qualification and Experience

- Bachelor of Science Degree in Security Management, Public Administration, Management Studies or other equivalent qualification from an accredited tertiary institution.
- Experience in investigative techniques and knowledge of protective security is required;
- Five (5) years working experience with three (3) years being at the middle management level;
- Experience in Property Management or Asset Management would be an asset; and
- Experience in the security/armed forces, private security, industry or investigative environment would be an asset.

Special Conditions Associated with the Job

- This position may involve extensive field work
- There may be encounters with disagreeable members of the public, staff and other stakeholders who are aggrieved, aggressive or of ill intent.

4. Project and Property Manager (GMG/SEG 3)

Job Purpose

The Projects and Property Manager (GMG/SEG 3) maximizes revenue from the Department's property portfolio by leasing vacant spaces and optimizing asset use. The role manages licences, leases, rentals, acquisitions, and divestments in collaboration with the National Land Agency, while maintaining an accurate property registry.

The incumbent ensures all vested properties are properly titled and transferred to support operations, and oversees key facility services, including pest control, waste management, and general building support.

The role also includes project management responsibilities for planning and executing property development, maintenance, and transfer initiatives to ensure efficiency, cost-effectiveness, and alignment with organizational goals.

Key Responsibilities

Management/Administrative

- Contributes to the development, implementation and monitoring of the Department's Business/Strategic and Operational Plans and Budget;
- Plans, directs and monitors Projects and Property Management by developing Unit Plan and Budget and ensuring that direct reports' Individual Work Plans are prepared;
- Develops Individual Work Plan;
- Manages the day-to-day operations of the Projects and Property Management function, ensuring alignment with departmental objectives, budgets, and service standards;
- Prepares and submits status and performance reports in line with approved plans;
- Supports the development of disaster recovery, safety, and environmental management plans related to property, facilities, and assets;
- Reviews policies, procedures, and relevant real property legislation (e.g., rent regulations) to ensure compliance and operational effectiveness;
- Assesses and recommends rental rates to maintain competitiveness and maximize revenue;
- Provides guidance and support for maintenance projects, major repairs, and property improvements, incorporating modern construction technologies;
- Represents the Department at meetings, forums, and with government agencies, landlords, and tenants, and facilitates knowledge sharing and continuous improvement.

Technical/Professional

- Monitors and manages programmes, budgets, contracts, and services related to licences, rental properties, and project activities, ensuring compliance and value for money;

- Identifies and manages property acquisitions, divestments, and development/investment opportunities in collaboration with the Director and the National Land Agency;
- Leads and supports project management activities for property development, maintenance, and improvement works, including preparing tender and bid documents, defining technical requirements, coordinating contractors/consultants, and monitoring project execution to ensure timelines, cost control, and quality standards are met;
- Prepares, reviews, and enforces lease agreements, proposals, and amendments; liaises with the Legal Services Section on contracts, disputes, demand letters, and court matters;
- Maintains accurate and up-to-date property records and databases, including systems for tracking rent collection, arrears, property expenses, and asset information;
- Monitors tenant performance, including screening new tenants, managing arrears, resolving complaints, and ensuring compliance with lease terms and legal requirements;
- Oversees property financials, including rental assessments, insurance, taxes, commissions, valuations, and other related expenses;
- Conducts regular property inspections to ensure contractual compliance, proper maintenance, and service delivery; prepares and submits inspection reports;
- Coordinates facility support services, including waste management, landscaping, and general upkeep, and reports incidents such as theft, damage, or illegal occupancy;
- Supports administrative functions such as preparing estimates, timesheets, and contractor recommendations, ensuring efficient operation of the Projects and Property Management function.

Human Resource Management

- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends or initiates corrective actions where necessary;
- Participates in the recruitment of staff for the Department and recommends staffing arrangements in keeping with established human resource procedures and policies;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, coaching, training and mentoring;
- Takes steps to address the welfare and development needs of staff in the Unit;
- Makes provisions for direct reports to have sufficient and appropriate physical resources to enable them to undertake their duties efficiently and effectively;
- Ensures that direct reports are sensitized on the policies, procedures and regulations of the Public Service and Department;
- Recommends disciplinary action, leave and staffing arrangements for direct reports;
- Performs any other related duties assigned by Director, Facilities Property and Maintenance.

Required Knowledge, Skills and Competencies

Core

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

Technical

- Knowledge of Facilities and property management principles and practices
- Knowledge of current property management trends and best practices
- Knowledge of Real Estate Management, including rental administration and accounting
- Knowledge of the Laws of Real Property and Real Estate Act
- Knowledge of the Post Office Act (1941)
- Knowledge of the Financial Administration and Audit Act and Regulations
- Knowledge of Public Procurement Act, Regulations and Guidelines
- Knowledge of GoJ Comprehensive Asset Management Policy
- Knowledge of Budget preparation
- Knowledge of preparation of bidding/tender documentation
- Knowledge of contract negotiation, drafting, and management
- Knowledge of Vendor and service contract administration
- Knowledge of Project Management principles and practices
- Knowledge of AutoCad Software and interpretation of drawings.

Minimum Required Qualification and Experience

- Bachelor's Degree in Facilities Management, Construction Management, Civil Engineering, Building Construction, Property Management, Quantity Surveying, Architecture, Project Management or related field from an accredited tertiary institution; plus
- At least five (5) years' experience in managing commercial/office real estate

- Training and or certification in Project Management
- Experience in facility and property management would be an asset.

Special Conditions Associated with the Job

- Work with equipment and specialized software.
- Fast paced environment.
- High degrees of pressure on occasions to meet tight deadlines.
- Exposure to dirt, dust, hot and humid conditions on project sites.
- Frequent intra island travel and extended working hours is required.
- May be required to travel internationally to attend conferences, seminars and meetings.

5. Manager, Customer Care (GMG/SEG 2)

Job Purpose

Under the direction of the Director, Customer Service (GMG/SEG 3), the Manager, Customer Care (GMG/SEG 2), is responsible for the coordination and implementation of the Post and Telecommunications Department's Customer Service Programme. Primarily, the Manager, Customer Care will be responsible for coordinating and facilitating the value chain elements of Service Expectation Identification, Service Awareness Creation, Direct Customer Interface, Complaints Management and Service Delivery operations.

The incumbent maintains linkages with relevant key internal and external stakeholders in support of improved service delivery across the Post and Telecommunications Department in accordance with the Government of Jamaica's Public Sector Modernization Vision & Strategy as well as the entity's Citizens' Charter.

Key Responsibilities

Management/Administrative

- Develops the Unit's Annual Operational Plans to be incorporated within the Branch's Operational Plan;
- Develops the Unit's Annual Budget and manages expenditure within budget ceilings;
- Develops and submits the Unit's monthly, quarterly, half-yearly and annual Reports for relevant internal and external stakeholders of the Post and Telecommunications Department;
- Represents the Branch at meetings, seminars, workshops, conferences and other fora;
- Liaises with the Cabinet Office and any other entity, public or private, involved in the planning, development and implementation of Customer Service initiatives;
- Participates in quarterly meetings of the Intra-Ministerial Customer Service Team and prepare relevant minutes and reports.

Technical/Professional

- Maximizes customer operational performance by monitoring Help Desk resources and technical advice; resolving problems; disseminating advisories, warnings and new techniques;
- Develops, recommends and implements new systems, procedures or working practices to improve customer service efficiency;
- Assists with the development of the Post and Telecommunications Department's Mystery Shopper Programme and implements it in accordance with guidelines;
- Develops, collates and distributes Customer Service publications and articles;
- Ensures timely updates of the Post and Telecommunications Department's initiatives and highlights on the Customers' Notice Board;
- Monitors the Complaints Management System to resolve customer complaints promptly;
- Monitors service level standards focused on response times and issue resolution;
- Conducts and/or facilitates Customer Service Training & Sensitization (Head Office, Outstations, Departments and Agencies);
- Supports determination of customer service requirements by maintaining contact with customers; visiting operational environments; forming focus groups; analysing information and applications;
- Supports promotion and awareness of the customers to the Post and Telecommunications Department's products and services;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;

- In collaboration with the Communication & Public Relations Unit, conducts relevant campaigns, expositions to increased awareness and promotion of the goods and services of the Post and Telecommunications Department and its Agencies/Departments.

Human Resource Management

- Coordinates and monitors the outreach work of the Branch;
- Monitors and evaluates the performance of direct reports, prepares performance appraisal and recommendations and/or attains established personal and/or organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participates in the recruitment of staff for the Unit;
- Ensures the welfare and development needs of staff in the Unit are clearly identified and addressed;
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit's and Branch's goals;
- Maintains, monitors Attendance Reports for all relevant members of staff;
- 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
- Excellent problem People Management
- Excellent Strategic Vision
- Excellent Change Management

Technical

- Knowledge of the Customer service techniques, principles and practices of conflict management methodology, principles and practices
- Knowledge of the Metrics used to monitor and measure customer services delivery/satisfaction of business and management principles involved in strategic planning, resource allocation and production methods
- Knowledge of the Project Management principles, practices and implementation strategies
- Knowledge of the The Post Office Act, Universal Postal Union guidelines and Customs Act and Regulations
- Knowledge of the Government/Department's Policies and Procedures
- Knowledge of the Citizens' Charter
- Knowledge of the GOJ's policies & procedures
- Knowledge of the GOJ Customer Service Policies & Procedures.

Minimum Required Qualification and Experience

- First Degree in Public Administration/Public Sector Management/ Management Studies/Media and Communication/Industrial Relation/Human Resource Management.
- Specialized training in Customer Service techniques.
- Experience in designing tools and strategies for data collection, analysis and production of reports.
- At least five (5) years of experience in a customer service and information environment with 3 years should be at senior customer relations management level.
- Experience in conducting research and analysing information

6. Senior Repairs and Maintenance Specialist (Mechanical/Electrical) (SOG/ST 5)

Job Purpose

Under the supervision of the Facilities/Property and Maintenance Manager, the Senior Repairs and Maintenance Specialist (Mechanical & Electrical) SOG/ST 5, undertakes complex mechanical and electrical activities on a wide variety of systems, components/equipment and structural facilities related to building repairs and maintenance. Provides advice and guidelines on matters concerning a wide range of complex mechanical system maintenance within the Post and Telecommunications Department.

Key Responsibilities

Management/Administrative

- Participates in the development of the Corporate/Operational Plan for the Regional Office;
- In collaboration with supervisor, prepares the Unit and Individual Plans;
- In collaboration with direct report prepare and sign Individual Work Plans;
- Prepares and submits the annual regional maintenance programme and budget;
- Ensures that policies, regulations and standards are adhered to in the conduct of building and maintenance contracts and assignments;
- Reviews and recommends payment vouchers and certificates of payments for satisfactory completion of work done at the postal facilities as assigned;
- Provides technical advice to the Regional Managers, Branch Managers on building and maintenance matters;
- Develops and maintains collaborative working relationships with the Postal Branch Managers and Staff;
- Prepares and submits progress and performance reports;
- Keeps abreast of continued development in the field of mechanized postal handling and other equipment in the delivery of postal services.

Technical/Professional

- Plans, coordinates and monitors the implementation of the regional repairs and maintenance programme;
- Recommends changes to the programme as a result of budgetary and other changes;
- Recommends and seeks approval as necessary for the engagement of contractors to undertake minor repairs and maintenance activities in keeping with Government of Jamaica (GoJ) and Departmental guidelines and standards;
- Supervises minor repairs and maintenance contracts within the Regions as assigned and ensures that work orders are completed;
- Draft bills of quantities and provide input to contract documents for minor extensions, renovations and repairs of postal facilities within the region;
- Assists in the conduct of site visits to ensure that building construction work is carried out in accordance to specifications and within agreed time frame; reports breaches or delays to the Director promptly;
- Ensures that all electrical equipment and fixtures, appliances and electronic mechanical equipment/apparatus and system are in good working order;
- Ensures the proper scheduling of work and that faults with mechanical and electrician equipment are entered and discharged in keeping with schedules;
- Manages the distribution of material and spare parts for activities in the Regions; ensures that goods are verified and proforma invoices are requested in keeping with proper procurement procedures and standards;
- Checks and verifies equipment, spare parts and tools prior to the placing of purchase requests; ensures the maintenance of proper inventory controls for parts and material;
- Supervises preventative maintenance on all types of electro mechanical electrical equipment; ensures that faults are corrected in keeping with schedule;
- Ensures prompt response to emergency calls for repairs and maintenance issues in the regions.

Human Resource Management

- Manages the welfare and development of direct reports through the preparation of performance appraisals and recommendation of required training and development programmes;
- Provides leadership to direct reports through effective objective setting, delegation, and communication processes;
- Provides guidance to direct reports through coaching, mentoring and training, providing assistance and support as needed;
- Ensures that training and other needs of direct reports are adequately identified and addressed;
- Ensures that direct reports are aware of and adhere to the policies, procedures and regulations which affect the Branch;
- Participates in the recruitment of direct reports for the Branch;
- Recommends vacation leave for direct report in keeping with established human resource policies;
- Recommends/administers disciplinary action in keeping with established human resource policies;
- Performs any other related duties assigned by Supervisor.

Required Knowledge, Skills and Competencies

Core

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

Technical

- Good knowledge of mechanical and electrical concepts, principles and systems
- Good knowledge of preventive maintenance method, principles, practices and implementation
- Good knowledge of the tools, equipment and supplies used in providing building maintenance services
- Knowledge of laws governing building contracts and contracting
- Knowledge of building codes and standard practices
- Knowledge of disaster preparedness methods, principles and requirements
- Knowledge of Project Management
- Ability of analyze, diagnose, troubleshoot and provide practical solutions
- Ability to read and interpret plans and specifications for comparison with the progress of works

Minimum Required Qualification and Experience

- Diploma in Electrical/Mechanical Engineering from an accredited Institution
 - Certificate in Supervisory Management
 - Plus 5 years working experience in a related field with 2 years at the supervisory level
- OR**
- Equivalent HEART/NTA Certification in Building Maintenance – Level 2 plus 7 years' experience in the building and maintenance or related field/environment
- OR**
- Any other equivalent combination of qualification and experience

Special Conditions Associated with the Job

- Works indoors and outdoors
- Exposure to external environmental elements consistent with building maintenance and upgrade functions
- Physical demands include walking, standing, stretching, bending and working in cramped spaces for extended periods
- May be required to work beyond and outside of normal working hours in emergencies or to meet project deadlines.

Applications accompanied by résumés should be submitted **no later than Thursday, 13th August, 2026 to:**

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

Email: recruitment@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 stroke extending to the right.

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