



## **POST AND TELECOMMUNICATIONS DEPARTMENT**

Applications are invited from suitably qualified persons to fill the following position in the Department

### **Surveillance Officer (SOG/ST 2)**

#### **JOB PURPOSE**

Under the direct supervision of the Deputy Chief of Security the Surveillance Officer is responsible for protecting the Department's assets and the safety of guests and staff through the operation and monitoring of all surveillance systems, including Close Circuit Television (CCTV), within the Control Centre and other locations where applicable and to ensure the integrity, accuracy and confidentiality of all information gained in accordance with the stipulated standards and regulations.

The incumbent observes all postal operations via surveillance cameras; evaluates all employee activities and observes all individuals on the property; reports all infractions and suspicious activities to Deputy Chief of Security and stores events in surveillance archive.

#### **KEY OUTPUTS**

- Reports prepared
- Confidentiality maintained
- Surveillance equipment operated and maintained
- Surveillance records produced, managed and maintained
- Surveillance logs maintained
- Surveillance room kept secured
- Efficient radio and telephone service
- Enquires answered in a timely manner

## **KEY RESPONSIBILITIES**

### **Management/Administrative Responsibilities**

- Reports and logs all incidents of suspicious, criminal or unusual activity, suspicious persons, and exclusions to the Deputy Chief of Security
- Provides an efficient and courteous radio and telephone answering service and deal efficiently with all enquiries.
- Maintains the confidentiality of all privileged and sensitive information
- Maintains security of the surveillance room and equipment
- Liaises with the internal security team, including assigned Police personnel, contractors and other agencies and members of staff when applicable.

### **Technical/Professional Responsibilities**

- Monitors all security and employee areas to ensure conduct of all postal operations is in accordance with the Department Policies and Procedures and those established by the Government of Jamaica
- Responds to radio and phone calls and accurately records data in the report writing system while maintaining surveillance of postal operations by utilizing surveillance equipment/software
- Operates facility surveillance systems in accordance with the requisite standards.
- Operates surveillance equipment such as CCTV (Close Circuit Television), PC Workstations
- Operates surveillance software applications including but not limited to i-View, iGNet, iGWatch Software, Window Vision Host/Remote Program, and Microsoft Office Suite Program
- Maintains surveillance records and documents
- Ensures that all events are recorded and secured

### **Other Responsibilities**

- Performs any other related duties assigned

## **PERFORMANCE STANDARDS**

- Surveillance system monitored, managed and maintained
- Reports are comprehensive and accurate and produced within the agreed timeframe
- Maintains the highest level of confidentiality
- Visual information is professionally acquired, analyzed, stored, appropriately formatted, secured and presented/communicated in a timely manner to those who are designated to have/know.
- Vigilance in attention and performing repeated tasks.
- Fully conversant with the operational procedures of the areas you are monitoring, the layout of the area, the staff authorized to be or not be in any particular area, staff, contractor, visitors authorized (swipe card or non-swipe card) access levels.

## **REQUIRED COMPETENCIES**

- Possess a high level of integrity
- Respect and maintain confidentiality
- Strong presentation skills
- Good interpersonal skills
- Strong communications skills
- Possess knowledge of basic law enforcement organizations and regulations and organizations
- Capacity to be assertive

## **MINIMUM REQUIRED QUALIFICATIONS and EXPERIENCE:**

- 5 CXC/CSEC or GCE O' Level subjects inclusive of English and Mathematics
- Training/Certification in CCTV Systems or other surveillance systems
- One (1) year experience in surveillance, security or policing

## **SPECIAL CONDITIONS ASSOCIATED WITH THE JOB**

- Requires prolonged periods sitting, standing, walking, reaching, kneeling, bending and/or stooping in the performance of daily duties.
- High risk environment
- Exposure to criminal activity
- May require occasionally working after established working hours, weekends, holidays

Please forward application along with resume no later than **February 1, 2017** to:

**Director of Personnel  
Post and Telecommunications Department  
6-10 South Camp Road, Kingston, CSO**

**OR**

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

***NB: Only short-listed candidates will be contacted.***