



POST AND TELECOMMUNICATIONS DEPARTMENT

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

PUBLIC RELATIONS OFFICER (MCG/IE 4) - VACANT

Salary range \$1,466,345 - \$1,743,034.00 p.a. and any allowance(s) attached to the post

Job Summary

Under the direct supervision of the Senior Director Human Resource Management and Administration, the Public Relations Officer will be responsible for managing the Customer Service Unit, planning and executing all Public Relations Programme for the Department in support of the Post and Telecommunications Department's strategic objectives.

Duties and Responsibilities

- Keeps abreast of trends and developments in Public Relation and Customer Service and recommends relevant adoption where appropriate;
- Prepares monthly reports;
- Represents the Unit/Department at meetings/conferences and other functions as necessitated;
- Develops and implements strategic communication plans and programs for the Post and Telecommunication Department;
- Plans and executes the Public Relations Programmes and events for the Post and Telecommunications Department;
- Co-ordinates the production of speeches, messages and information briefs;
- Provides editorial guidance in the development of feature articles;
- Monitors social media platforms;
- Works with Regional Managers to develop strategies to meet communication/production needs;
- Prepares Media and Marketing plans and budget in conjunction with the Marketing and Sales Officer of Postal Corporation of Jamaica;
- Responds to media requests and represents the Department on issues attracting media coverage;
- Provides public relations support for the roll out of new products and services offered by the Post and Telecommunications Department;
- Prepares information at the request of the Ministry of Science and Technology for submission to said Ministry;
- Oversees the operations of the Customer Service Unit;
- In consultation with immediate Supervisor, Regional Managers, and the Quality Assurance Manager, develops customer service procedures, policies and standards for the Department;
- Conducts customer satisfaction survey to determine and improve the level of customer service offered by the Department;
- Handles and resolves customers' problems that have been escalated by Customer Relations Officers or other staff;
- Monitors and evaluates the performance of direct reports, prepares performance appraisals and recommends and/or initiates corrective action where necessary to improve performance and /or attaining established personal and/or organizational goals;
- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Performs other related duties that may be assigned.

Required Competencies

- Possesses excellent writing, editing and speech presentation skills;
- Is Media savvy and persuasive;
- Possesses high level of integrity;
- Possesses good planning, organizing, and supervisory management skills;
- Has the ability to manage internal and external customers;
- Demonstrates flexibility
- Proficient in the use of Microsoft Suite and other media software.

Qualification, Experience and Training

- Bachelor's Degree in Media and Communications, Journalism and Public Relations institution;
- At least two (2) years experience in Marketing, News Media or other communications or public affairs field with demonstrated ability to coordinate and complete communications programmes and activities;
- Experience working with the Public and Private Sector is an assets.

Please forward application with resume, no later than **Tuesday 25th September, 2018** to:

Director of Human Resource Management and Development
Post and Telecommunications Department
6 – 10 South Camp Road
Kingston
Email: hrunit@jamaicapost.gov.jm

NB: Only short-listed candidates will be contacted.