**POST AND TELECOMMUNICATIONS DEPARTMENT**

# **JAMAICA POST**

# CAREER OPPORTUNITY

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

**Deputy Postmaster General (GMG/SEG 5)**

**Salary Range: $3,394,286 – $4,034,739 p.a.**

**Allowance: $1,697,148 p.a.**

**Job Purpose:**

Under the direct supervision of the Postmaster General, the Deputy Postmaster General, Corporate/Base Operations (GMG/SEG 5) is responsible for the overall management of the Central Sorting of Letters and Parcels; Postal Retail Services and Regulations; International Postal Administration and Accounting; and ensuring that International Standards are implemented and maintained, and that departmental goals and objectives are achieved.

The incumbent assists with the general management of the Department and provides technical and strategic direction to the Department in the expansion of service offerings and policy development.

**KEY RESPONSIBILITIES**

* Designs, develops, implements, monitors and evaluates strategies that enable improved efficiency in the Postal Operations network in consultation/collaboration with stakeholders;
* Ensures that Divisional programmes development and impact reporting is achieved throughout the Branches and Unit in a timely manner;
* Works with Operational Managers to develop the Division budget to ensure successful operations and to ensure alignment with the Department’s goals and budgetary strategy;
* Manages the implementation of policies and procedures to ensure the delivery of high quality client/customer service;
* Participates in on-going quality assurance audits to ensure efficient and effective delivery of Postal and commercial services; Provides guidance to the staff in the implementation of all postal and commercial service operations;
* Liaises with the Quality Assurance Unit in the development and implementation of strategies to monitor mail delivery;
* Conducts Strategic assessment, to review divisional development and implementation of system of controls in all areas of the business, and to ensure alignment and achievement of objectives;
* Formulates and recommends changes to operation, reports and reporting infrastructure to enhance capabilities and efficiency;
* Provides responses to all audit queries and review reports submitted by Managers providing feedback, guidance, support and recommendations in order to make improvement where applicable; (Responses to audit queries)
* Investigates and responds to correspondence on postal activities falling under purview;
* Examines financial data on Division; analyzes and makes recommendations;
* Conducts surprise and routine inspections of all postal operations island wide to determine the quality of the service being offered;
* Provides support to training and development initiatives in Operational areas;
* Provides support in the monitoring and assessment of customer satisfaction;

**Required Skills/Competencies**

* Excellent oral and written communication skills
* Excellent analytical, problem solving & decision making skills
* Ability to build partnerships with stakeholders to ensure that the Department’s objectives as well as external requirements are met
* Excellent change management skills
* Ability to plan and organize to meet deadlines
* Excellent interpersonal skills
* Ability to simultaneously manage multiple assignments/projects, work under pressure and meet tight deadlines and a demonstrated ability to interface with persons of varying backgrounds.
* Proficient in the relevant computer applications
* Sound knowledge of:-
  + The Financial Administration and Audit Act and Financial Instructions
  + Staff Orders and The Public Service Regulations
  + Postal Industry and its Operations
  + Occupational Safety & Health
  + Risk Management
  + Budget Management

**MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE**

* Master’s Degree in Public Administration/Management Studies, Business Administration or equivalent from an accredited tertiary institution; plus
* Eight (8) years related working experience, five (5) of which must be at the management level in an organization of similar size and complexity;
* Certificate in Project Management would be an asset.

Please forward application with resume, no later than **Friday, August 23, 2019** 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)

***NB: Late applications will not be accepted and only short-listed candidates will be contacted.***