



Office of the Services Commissions

(Central Government)
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CIRCULAR No. 339

12th August, 2022

OSC Ref. C. 6222¹⁰

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/be assigned to the following posts in the **Post and Telecommunications Department**:

Director, Customer Service (GMG/SEG 3) (Temporary), salary range \$2,104,355 – \$2,501,416 per annum and any allowance(s) attached to the post.

Job Purpose

Under the direction of the Senior Director, Corporate Services (GMG/SEG 5), the **Director, Customer Service (GMG/SEG 3)** is responsible for 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 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 expenditure within Budget Ceilings;
- Develops and submits the Branch's monthly, quarterly, half-Yearly and annual Reports for relevant internal and external stakeholders of the Ministry;
- Develops and implements relevant policies and procedures towards achievement of the Unit'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 prepares relevant Minutes and reports.

Technical/Professional:

- Meets customer service objectives by integrating customer service information and recommendations to Strategic Plans and reviews;
- Prepares and completes 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 Ministry;
- Reviews and documents business processes aligned to the key services of the Ministry and its Portfolio Agencies and Departments;
- 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-Ministerial Customer Service Monitoring and Evaluation Team;
- Leads the development and implementation and maintenance of the Citizens' Charter;
- Supports the certification of 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 the customers to the Ministry's products and services;
- Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Conducts relevant campaigns, expositions to increase awareness and promotion of the goods and services of the Ministry and its Agencies/Departments in collaboration with the Director, Communication & Public Relations;
- Meets customer service objectives by integrating customer service information and recommendations to Strategic Plans and reviews;
- Prepares and completes 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;
- Facilitates employees' training and development in Customer Service across the Ministry periodically;
- Reviews and documents business processes aligned to the key services of the Ministry and its portfolio Agencies and Departments;
- Develops and implements the Customer Service Improvement Plan;
- Develops and monitors the Customer Service Balanced Scorecard;
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Human Resource Management:

- Co-ordinates and monitors the work of the Branch;
- Monitors and evaluates the performance of direct reports, prepares Performance Appraisal and recommends 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;
- Participates in the recruitment of staff for the Unit 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 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

- Knowledge of administrative or office management practices and principles
- Knowledge of Government of Jamaica Records and Information Management practices and principles
- Thorough knowledge of the Civil Service regulations and procedures, Financial Administration and Audit Act and the Public Procurement
- Knowledge of Government of Jamaica Procurement policies
- Knowledge of web-based research techniques
- Knowledge of the Post Office Act.
- The Public Bodies and Management Accountability Act.
- Knowledge of the Postal Industry and its Operations
- Knowledge of GOJ's Customer Service Policy Papers
- Knowledge of ISO on Quality Management Systems
- Knowledge of research methods and analysing data
- Knowledge of GOJ's Policies & Procedures
- Excellent research skills
- Good interpersonal skills
- Good oral and written communication skills
- Good planning and organizing skills
- Good problem solving and decision making skills

Minimum Required Qualification and Experience

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

Special Condition Associated with the Job

- Typical office conditions.
- Working extended hours.
- Some amount of travelling.

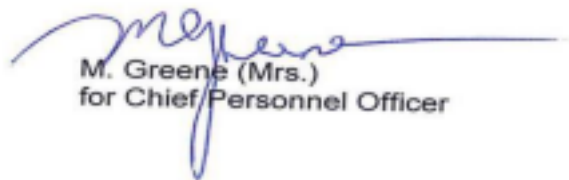
Applications accompanied by résumés should be submitted **no later than Thursday, 25th August, 2022 to:**

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

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
