



Office of the Services Commissions

(Central Government)
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CIRCULAR No. 377 **OSC Ref. C. 6222⁹**

5th September, 2022

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**:

Senior Commercial Services Officer (GMG/SEG 1), salary range \$1,640,253 - \$1,949,746 per annum and any allowance(s) attached to the post.

Job Purpose

Under the general direction of the Manager, Commercial Services, the Senior Commercial Services Officer ensures that all commercial services implemented are monitored to service standards. The incumbent is responsible to monitor, evaluate and report on Commercial Services activities to ensure improvement in efficiency in the administration of Commercial Services and Products.

Key Responsibilities

Technical/Professional:

- Analyses the performance of each services and present same to the Commercial Services Manager.
- Ensures that corporate customers are kept abreast of the progress of their items being processed for delivery.
- Ensures that tracking numbers are emailed to corporate customers on a timely basis after items are processed.
- Ensures that all returned mail items for corporate customers are processed and dispatched on a timely basis.
- Monitors the activities of the Custom Clearance Officer to ensure that clearance of items are done on a timely basis in keeping with schedule.
- Ensures that all detained and packages placed on hold at the Port of Entry are cleared on a timely basis.
- Ensures that packages classified as hazardous are sent on each shipment. • Ensures that the Customer Experience Officer contacts customers to inform them of packages that have been detained.
- Manages and oversees the co-ordination of all elements of the clearance procedures (eg. liaise with Sorting/Dispatching; Airport Supervisor; Transportation Officer).
- Ensures that the Fast Track Items are processed for dispatch to DHL on a timely basis each morning.
- Ensures that all discrepancies relating to Fast Track are logged
- Ensures that discrepancies are communicated to Branch Managers to ensure compliance with Fast Track standards.
- Ensures that Branch Managers are reminded of the Zip Mail standards relating to returns.
- Resolves queries from corporate customers that have been escalated.
- Ensures that the management of all services are done in accordance to service standards.
- Liaises with the Customer Experience staff with a view of improving quality of services to the end users.
- Receives reports or issues/complaints regarding Commercial Services from locations and seeks to resolve same.
- Investigates customer's complaints and delays, identifies conflict and make recommendations for corrective action;
- Receives complaints/queries from Branch Manager/Customer Services Representatives;
- Liaises with Branch Managers to ascertain reason(s) for delays/complaints
- Communicate same to Commercial Services Manager to resolve issue or to determine best corrective action based on the Commercial Service.
- Tracks mid-term project targets.
- Co-ordinates activities of personnel involved in performing internal Projects to ensure the effective and efficient implementation of initiatives.
- Provides support in the monitoring and assessment of customer satisfaction.
- Extracts the monthly Klick N Ship report by using the manifest and the online billing system showing:

- ✓ Number of new users registered;
- ✓ Total customers using the service;
- ✓ Number of packages and associated weight by shipment;
- ✓ Breakdown of packages by weight etc.

Required Knowledge, Skills and Competencies

- Excellent oral and written communication skills
- Customer and quality focus.
- Excellent problem-solving and decision-making skills
- Good knowledge of Jamaica Customs Agency procedures relating to clearance
- Good knowledge of Tariff Codes and their application
- Excellent knowledge of customer service principles and practices

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- Good knowledge of relevant computer application.
- Good knowledge of Records Management principles and practices
- Proficiency in Microsoft Office suite and other programme applications appropriate to Assigned responsibilities
- Familiarization of ASYCUDA System and generating IMS4
- Good knowledge of the Post Office Act, Universal Postal Union guidelines and
- Customs Act and Regulations

Minimum Required Qualification and Experience

- Bachelor's Degree in Business, Operations Management or equivalent qualification;
- Professional Certificate in Customs Regulations, Processes and Brokerage is an asset;
- Two-three (2-3) years' work experience as Operations Manager or similar role.

OR

- Associate Degree or Diploma in Public Administration/Management Studies, Business Administration or equivalent;
- Certificate in Customer Service;
- Certificate in Supervisory Management;
- Three (3) years' work experience, one (1) of which should be at the management level.

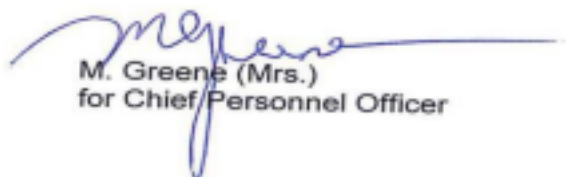
Applications accompanied by résumés should be submitted **no later than Friday, 16th September, 2022 to:**

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

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