

# INSTITUTE OF JAMAICA

*(An Agency of the Ministry of Culture, Gender, Entertainment and Sport)*

Applications are invited to fill the following position at the National Gallery of Jamaica (NGJ):

## **TELEPHONE OPERATOR (OPS/SS 1)**

### **JOB SUMMARY**

To manage the front desk, including monitoring the switchboard and providing excellent customer service to internal and external customers.

To provide clerical and maintenance support in the documentation of information on the assets of the gallery.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Prepares call charges sheets for submission to accounts department
- Prepares bi-monthly report on activities
- Answers and appropriately routes all incoming calls
- Logs and track incoming and outgoing telephone calls
- Report problems related to telephone switchboard
- Relay messages
- Assists in documentation of artworks
- Assists in the recording of all gifts, loans for artworks/assets
- Gifts, loans and bequests recorded properly
- Recommends changes to telephone policies and practices

### **MINIMUM QUALIFICATIONS/EXPERIENCE**

- Four (4) GCE ordinary level/CXC Proficiency level subjects including English Language and Mathematics or Accounts or;
- Certificate in Receptionist/Telephone Operating Skills or Secretarial Skills
- Training and experience in Customer service would be an asset

### **Special Conditions Associated with the Job**

- Work in areas where the temperature is self-controlled

***Applications should be submitted no later than Wednesday, November 24, 2021***

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