

INSTITUTE OF JAMAICA
(An Agency of the Ministry of Culture, Gender, Entertainment & Sport)

Applications are invited to fill the following **Temporary** position in Central Administration of the Institute of Jamaica (IOJ):

TELEPHONE OPERATOR (OPS/TO 1)
(Salary Range: JA \$1,439,455.00 per annum - \$1,935,907.00 per annum)

JOB SUMMARY

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

KEY RESPONSIBILITIES

- Answers and appropriately routes all incoming calls.
- Logs and tracks incoming and outgoing telephone calls
- Reports problems related to telephone switchboard
- Relays messages and announces visitors
- Responds to or refers queries
- Receives and greet visitors

MINIMUM QUALIFICATIONS/EXPERIENCE

- Four (4) GCE Ordinary Level/CSEC Proficiency Level subjects including English Language and Mathematics or Accounts
- 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

- Works in areas where the temperature is self-controlled

Applications should be submitted no later than Friday, October 18, 2024

**DIRECTOR HUMAN RESOURCE
DEVELOPMENT & MANAGEMENT
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