



**JAMAICA DEFENCE FORCE
HUMAN RESOURCE MANAGEMENT
& ADMINISTRATION (CIVILIAN) SECTION**

ADVERTISEMENT

Applications are invited from suitably qualified candidates to fill the positions in the Communications and Information Systems Company (CISC), Jamaica Defence Force (JDF) (Civilian).

Telephone Operator (OPS/TO 1) – Two (2) Positions – (Vacant) - Communications and Information Systems Company (CISC) Salary \$1,439,455 per annum and any allowance(s) attached to the post

Telephone Operator (OPS/TO 1) – (Vacant) – Two (2) Positions

Under the general direction of the Sergeant, the incumbent is responsible for delivering efficient and effective responses and customer services to internal and external callers and managing routing, receiving, and disseminating forms, to ensure operational excellence and adherence to organizational standards.

KEY DUTIES INCLUDE (but not limited to)

- Calls made internally and routed;
- Switchboard managed and operational issues escalated when necessary;
- Operating the switchboard to ensure that incoming and outgoing calls are responded to in a timely manner
- Assistance and information provided;
- Accurate records maintained, including daily call logs and troubleshooting reports.
- Training materials developed for onboarding and sensitization of new operators.
- Professionalism and customer service consistently maintained.

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- High School Diploma;
- Four (4) CSEC or GCE passes including English Language and a numeric subject;
- Certification in operating a switchboard & Customer Services Techniques;
- One (1) year experience in a similar position operating a switchboard;

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- Typical working environment;
- May be required to work beyond the normal working hours;
- May be required to work on weekends and public holidays;
- Office located some distance from the main entrance;
- Maybe subjected to search based on JDF's rule.
- Exposure to high call volumes and occasional irate callers, requiring stress management.

Interested persons should forward their applications and résumés via email **ONLY** to joboppsjdfciv@mns.gov.jm **NO LATER THAN Friday, May 22, 2025 to:**

**Director, Human Resource Management & Administration
Human Resource Management & Administration (Civilian) Section
Jamaica Defence Force
Up Park Camp
Kingston 5**

Subject: Telephone Operator (OPS/TO 1)