KINGSTON AND ST. ANDREW MUNICIPAL CORPORATION

JOB VACANCY

Applications are invited from suitably qualified persons to fill the following post at the Kingston and St. Andrew Municipal Corporation:-

TELEPHONE OPERATOR (OPS/TS1)

SUMMARY OF DUTIES

Operate the KSAMC's telephone system/switchboard to direct incoming, outgoing and interoffice calls. Take accurate messages where appropriate.

REQUIRED QUALIFICATION AND EXPERIENCE

- Four (4) CXC subjects including English Language and a numeric subject.
- 4-6 weeks Telephone Operating experience would be an asset or on the job training.

PERSONAL ATTRIBUTES

The incumbent must maintain a pleasant personality and display a high level of professionalism in performing the duties of the Receptionist. S/he should demonstrate the following personal attributes:

- ➢ honesty and trustworthiness
- ➢ respect
- ➢ cultural awareness and sensitivity
- ➢ flexibility
- ➢ sound work ethics

MAIN DUTIES/RESPONSIBILITIES

1. Be the first point of contact for inbound calls and queries
2. Maintain a response rate in terms of answering calls within three (3) rings
3. Prepare and maintain records of outbound calls
4. Establish and maintain efficient working relationships with supervisors/managers, co-workers and callers
5. Identify telephone system failures and report same promptly to your Supervisor
6. Maintain a clean and well organized work area
7. Provide information to the public relating to the services offered by the KSAC
8. Any other related duty assigned from time to time

Salary range: $617,477 - $733,986 per annum

Kindly address applications to:
>   **Chief Executive Officer**
>   **Kingston and St. Andrew Corporation**
>   **24 Church Street**
>   **Kingston**

Closing date: January 7, 2022

Please note that only short-listed candidates will be contacted.