

**Opening Date:** 3 January 2019  
**Closing Date:** 17 January 2019  
**Location:** Tortola  
**Vacancy Notice No.:** MCW/1/2019 **(INTERNAL APPLICANTS ONLY)**  
**Job Classification:** Grade 2  
**Ministry/Department/Unit:** Telephone Services Management Unit  
**Position Details:** One year probationary period  
Established position  
**Employment Type:** Full-time  
**Remuneration/Benefits:** **Salary range \$17,435 - \$23,915** Salary is commensurate with relevant qualifications and experience.

**JOB VACANCY NOTICE**  
**Telephone Services**  
**Representative**  
**INTERNAL APPLICANTS ONLY**  
Government of the Virgin Islands



**ROLE SUMMARY**

The successful applicant will ensure all calls to the Government of the Virgin Islands are answered in a polite manner and transferred to the appropriate department.

**MAIN RESPONSIBILITIES**

1. Answer, screen and transfer calls appropriately, record messages and distribute them to officers to ensure a timely and adequate flow of information.
2. Test lines and report faults to the Executive Officer or designated officer.
3. Maintain and update records (including directories).
4. Performs any other related duties as required by Supervisor or any other senior officer in order to contribute to the effectiveness and efficiency of the department.

**BEHAVIOURAL  
COMPETENCIES**

1. Observes departmental standards for own conduct
2. Manages own work effectively
3. Manages customer relationships
4. Communicates clearly and effectively
5. Contributes to the effective use of resources
6. Manages relationships with others in the team, including your manager

**WORKING CONDITIONS/  
ENVIRONMENTAL FACTORS**

- Normal office environment

**MINIMUM  
QUALIFICATIONS AND  
EXPERIENCE**

- High School Diploma or its equivalent
- One (1) year working experience
- Basic knowledge of Government structure, policies and procedures
- Sound oral and written communication skills
- Basic knowledge of the use of standard office equipment
- Basic knowledge of relevant computer software applications
- Basic knowledge of general office procedures
- Good time management and organisational skills
- Sound telephone etiquette skills
- Ability to work well under pressure
- Ability to deal with difficult customers in a calm and professional manner
- Good interpersonal skills and ability to work as a team player

**HOW TO APPLY**

All applications for employment to the Public Service, including applications for transfer under the Employee Mobility Programme must be submitted to the address provided below by the job closing date.

Agency:

**Permanent Secretary**  
**Ministry of Communications and Works**  
**Central Administration Complex**  
**Road Town, Tortola VG 1110**  
**British Virgin Islands**

Or by email: [www.hrdeployment@gov.vg](mailto:www.hrdeployment@gov.vg)

Applicants should submit the Employment Application (available at: [www.bvi.gov.vg](http://www.bvi.gov.vg)); a Résumé/Curriculum Vitae of their relevant experience and qualifications; with two personal reference letters; certified copies of identification, citizenship, and academic certifications/diplomas/licenses, along with a police certificate from your place of residency.

Applying through the Employee Mobility Programme: Applicants interested in transferring to the Public Service through the Employee Mobility Programme must submit the standard Employment Application (see above) along with the Employee Mobility Application (available at: [www.bvi.gov.vg/services/emp](http://www.bvi.gov.vg/services/emp)). All sections of both forms must be thoroughly completed in order to prevent delays in processing applications. For more information about the Employee Mobility Programme, click [www.bvi.gov.vg/services/emp](http://www.bvi.gov.vg/services/emp).

*Important Notice: Qualified candidates who are considered for potential employment with the Government of the Virgin Islands may be requested to provide further criminal history record information. Evidence of a criminal conviction or other relevant information obtained shall not automatically disqualify an individual from employment with the Government of the Virgin Islands.*