

Vacancy Announcement

The Management of Bhutan Postal Corporation Limited is pleased to announce the following vacancies for immediate recruitment:

Sl. No.	Position	Slot	Grade	Minimum Qualification	Experience	Basic Pay	Employment Status	Place of Posting
1	Head ICT	1	6/M3	MTech IT/CS, MEng IT/CS, MSc IT/CS, BIT/BCA/B.Sc IT, B Engg. IT with an aggregate of 55%, Class XII with an aggregate of 55% (English, Dzongkha plus best two subjects) and Class X with an aggregate of 55% (English, Dzongkha plus best three subjects).	Minimum 5 years of relevant Experience	26,850-670-40,250 + Allowances and benefits as per SSR, 2024	Regular	ICTD, HQ, Thimphu
2	Company Secretary	1	8/M5	Bachelor of Law (LLB) with an aggregate of 55%, Class XII with an aggregate of 55% (English, Dzongkha plus best two subjects) and Class X with an aggregate of 55% (English, Dzongkha plus best three subjects).	Relevant working experience is an added advantage.	20,230-505-30,330 + Allowances and benefits as per SSR, 2024	Regular	CSLAD, HQ, Thimphu
3	Asst. Manager	2	8/M5	BBA/B.Com (Major in Finance/Accounts) with an aggregate of 55%, Class XII with an aggregate of 55% (English, Dzongkha	Relevant working experience is an added advantage.	20,230-505-30,330+ Allowances and benefits as per SSR, 2024	Regular	FAD and POD, HQ, Thimphu

				plus best two subjects) and Class X with an aggregate of 55% (English, Dzongkha plus best three subjects).				
4	Dy.Associate	1	10/S2	Diploma in Material & Procurement Management, Class XII and X Certificate	Relevant working experience is an added advantage.	17605-440-26,405 + Allowances and benefits as per SSR, 2024	Regular	AHRD, HQ, Thimphu
5	Postal assistant I	1	13/S5	Class XII Pass Certificate/Class X with Diploma Certificate.	Relevant working experience is an added advantage.	13705-345-20,605 + Allowances and benefits as per SSR, 2024	Regular	Samdrupjon gkhar GPO, Eastern Region
6	Postman (I/II)	1	15/SP2 or 16/SP3	Class VIII/X Pass Certificate with valid 2 wheeler license	Relevant working experience is an added advantage.	12095-300-19,695 + Allowances and benefits as per SSR, 2024	Regular	Zhemgang PO, Central region
7	Security Guard	1	19/G3	Nil	Relevant working experience is an added advantage.	10180-255-15,280+ Allowances and benefits as per SSR, 2024	GSP	Phuntsholin g GPO, Southern Region

Application Process:

Interested Bhutanese candidates who have the required eligibility criteria may apply in hard copy to Administration and HR Division, Bhutan Postal Corporation Limited, Thimphu with duly filled Bhutan Post Application Form along with following documents on or before August 21, 2026, before 17:00PM. For further information on eligibility criteria, required documents and other important details of the positions please see below or call 02-322281 (Ext 2006 or 2027) during office hours.

Eligibility Criteria:

1. Candidate must:
 - a. Be a Bhutanese citizen.
 - b. Have attained at least 18 years of age.
 - c. Meet qualification, experience and other requirements as specified in the position profile of the position.

Required Documents:

1. Curriculum vitae/Resume
2. Academic Mark sheets (if applicable):
 - a. For Degree post: Degree, Class XII & Class X mark sheet
 - b. Class XII post: Class XII; Class X mark sheet
 - c. Class X post: Class X mark sheet
 - d. Class VIII post: Class VIII marksheet
3. Copy of Citizenship ID card
4. Security Clearance (online approved – should bring a copy)
5. Medical Certificate (not older than 6 months)
6. Audit Clearance Certificate, if employed.
7. Recommendation letters (if any)

Important Notes:

- Incomplete applications will not be accepted.
- Candidates who have submitted complete documents will be shortlisted based on academic marks.
- Applicants must look out for the announcement of the shortlisted name list in the Bhutan Post Website for final selection interview venue, time and date. Bhutan Post will not be responsible if any candidates do not appear for the interview on the announced dates.
- Candidates shall be required to produce No Objection Certificate if currently employed at the time of appointment (if selected).
- All candidates are required to bring relevant documents in ORIGINAL for verification at the time of the selection interview.
- Any candidate who is shortlisted but is unable to produce relevant and valid documents or does not meet any one of the eligibility criteria will be disqualified from the interview
- Please give valid contact numbers & email ID in the application.
- Applicants must bring their own copy of documents required. Bhutan post will not provide copying facilities
- The entry grade, pay, allowances and benefits will be as per the SSR 2024
- Please submit one application per post. Submitting multiple applications for different posts will result in rejection of the application.

- Bhutan Post reserves the right to either increase/decrease the number of intakes or may not take any, depending on the qualifications/experience/capabilities of the interested candidates, and their performance in the interview. Bhutan Post also reserves the right to select the next candidate (Standby) based on the merit ranking should a selected candidate withdraw. In case the requirement arises within the calendar year in the same position and grade, Bhutan Post shall recruit from the merit standby list.

TERMS OF REFERENCE (TOR)

1. Head, ICT Division (ICTD)

A. Purpose

The purpose of the position of **Head, ICT Division (ICTD)** is to provide strategic leadership and overall management of the organization's Information and Communication Technology (ICT) functions. The position is responsible for ensuring effective ICT governance, planning, infrastructure management, information security, digital transformation, and delivery of reliable ICT services in alignment with the organization's strategic objectives and operational requirements.

The Head, ICTD shall ensure that ICT resources, systems, infrastructure, and services are effectively planned, managed, secured, and utilized to support the organization in achieving its mandate and objectives.

B. Key Roles and Responsibilities

The Head, ICTD shall be responsible for the following:

1. Overall ICT Management

Responsible for the overall management, coordination, and administration of all ICT-related affairs within the organization.

2. IT Governance

Establish, implement, and oversee appropriate IT governance frameworks in alignment with the organization's strategic goals, objectives, policies, and priorities.

3. ICT Planning and Advisory

Plan, coordinate, and advise Management on ICT-related developments, initiatives, projects, emerging technologies, and digital transformation opportunities.

4. Human Resource Management

Manage, develop, and strengthen human resources within the ICT Division, including capacity building, skills development, performance management, and succession planning.

5. Coordination with External Agencies

Liaise and coordinate with relevant government and non-government agencies within the country on ICT-related matters, including technology standards, systems, infrastructure, cybersecurity, and ICT services.

6. ICT Policies, Standards, and Procedures

Develop, review, implement, and monitor ICT policies, procedures, guidelines, and standards to ensure consistency, efficiency, reliability, security, and effective ICT service delivery across the organization.

7. ICT Administration and Compliance

Be accountable for ICT-related administration, management, regulatory requirements, legislation, and compliance with applicable ICT policies, standards, directives, and legal requirements.

8. ICT Procurement

Plan, coordinate, and oversee the cost-effective procurement of ICT equipment, systems, software, services, and other ICT-related requirements in accordance with applicable procurement rules and procedures.

9. Compliance with ICT Standards

Ensure compliance with approved ICT policies, standards, procedures, information security requirements, and relevant regulatory frameworks.

10. Systems, Network, Software, and Hardware Management

Oversee the administration, maintenance, management, security, and effective functioning of all ICT systems, networks, software, hardware, and related infrastructure.

11. Network Architecture and Infrastructure

Determine, design, implement, and maintain the organization's physical and logical network architecture, infrastructure, technologies, and related ICT facilities.

12. ICT Infrastructure Availability

Ensure the smooth, reliable, secure, and uninterrupted functioning of ICT infrastructure and services to support the organization's day-to-day operations.

13. Budget Management

Ensure the effective and efficient utilization of the ICT budget, including expenditure related to data processing, telecommunications, ICT infrastructure, systems, software, and related services.

14. Review of ICT Manuals and Guidelines

Ensure the timely development, review, updating, and revision of manuals, policies, guidelines, procedures, and other documentation related to ICT systems and applications.

15. Stakeholder Relations

Develop and maintain effective working relationships with external stakeholders, service providers, government agencies, technology partners, and other relevant organizations.

16. Other Assigned Responsibilities

Undertake any other ICT-related tasks, duties, projects, or assignments as may be entrusted by Management from time to time.

2. Company Secretary

A. Purpose

The purpose of the position of Company Secretary is to ensure effective corporate governance, statutory compliance, Board administration, regulatory reporting, and proper maintenance of the company's corporate records. The Company Secretary shall serve as a key governance advisor to the Board and Management and facilitate effective communication between the Board, Management, shareholder, regulators, and other relevant stakeholders.

The position shall ensure that the organization complies with the Companies Act of Bhutan, applicable State-Owned Enterprise (SOE) governance frameworks, the Articles of Incorporation, and other relevant laws, regulations, policies, and governance requirements.

B. Key Roles and Responsibilities

1. Statutory and Compliance Responsibilities

- i. Ensure compliance with the Companies Act of Bhutan and other applicable laws, regulations, and governance requirements.
- ii. Maintain and regularly update statutory registers, including registers relating to Board members, shareholders, and other statutory records.
- iii. Prepare and file annual returns and other statutory documents with the Registrar of Companies within the prescribed timelines.
- iv. Monitor and ensure compliance with Board resolutions and decisions.
- v. Ensure adherence to the Articles of Incorporation, internal policies, rules, and governance procedures.
- vi. Advise the Board and Management on statutory, governance, and regulatory requirements and communicate relevant regulatory updates.
- vii. Ensure appropriate alignment with the requirements and directives of the Ministry of Finance (MoF) as the shareholder representative.

2. Board Governance and Administration

- i. Prepare, compile, and circulate Board agendas and supporting papers in a timely manner.
- ii. Ensure proper documentation of Board discussions, deliberations, decisions, and resolutions.
- iii. Draft, finalize, and maintain accurate records of Board minutes.
- iv. Maintain the Board decision and resolution register.
- v. Follow up on Board directives and decisions and monitor their implementation.
- vi. Facilitate Board evaluations and periodic governance reviews.
- vii. Serve as the custodian of Board records, corporate governance documents, and Board procedures.

3. Advisory Role to the Board and CEO

- i. Advise the Board on corporate governance principles, practices, and best practices.
- ii. Ensure that Directors are appropriately informed of their fiduciary duties, responsibilities, and obligations.
- iii. Provide procedural and governance guidance during Board and other statutory meetings.

- iv. Identify and highlight potential compliance risks, governance gaps, and areas requiring corrective action.
- v. Guide Directors and relevant officials on conflict-of-interest declarations and related governance requirements.

4. Shareholder and Stakeholder Communication

- i. Act as the principal liaison between the Board and the shareholder, including the Ministry of Finance.
- ii. Coordinate and facilitate the preparation and documentation required for the Annual General Meeting (AGM).
- iii. Coordinate the presentation and submission of the Annual Report and other statutory reports.
- iv. Ensure timely reporting of financial and non-financial performance to the Board, shareholder, and relevant stakeholders.
- v. Facilitate effective communication between the organization, regulators, government agencies, and other relevant stakeholders on corporate governance matters.

5. Risk Management and Ethical Oversight

- i. Ensure that key organizational risks and risk registers are appropriately reviewed and reported at the Board level.
- ii. Monitor compliance with ethical standards and corporate governance principles.
- iii. Promote transparency, accountability, integrity, and good governance throughout the organization.
- iv. Highlight significant governance and compliance risks to the Board and Management for appropriate action.

6. Corporate Records and Documentation

- i. Maintain the safe custody and proper use of the Corporate Seal.
- ii. Maintain and safeguard contracts, legal documents, statutory records, Board records, and other corporate documents.
- iii. Ensure proper classification, secure storage, and archiving of corporate records.
- iv. Maintain and manage an effective system for tracking Board resolutions and their implementation.

v. Ensure that corporate records are readily retrievable and maintained in accordance with applicable legal and organizational requirements.

C. Functional and Technical Competencies

i. Problem-Solving and Analytical Skills

Demonstrate strong analytical and problem-solving abilities to assess complex corporate, legal, regulatory, and governance matters and recommend appropriate solutions.

ii. Corporate Legal and Governance Knowledge

Possess sound knowledge of Bhutanese corporate laws, regulations, governance principles, statutory requirements, and procedures relevant to corporate governance and compliance.

iii. Confidentiality and Professional Ethics

Handle confidential and sensitive information with discretion and maintain a high degree of professional ethics, integrity, and confidentiality.

iv. Multitasking and Deadline Management

Effectively manage multiple responsibilities and statutory deadlines while ensuring timely and accurate completion of assigned duties.

v. Professional Integrity

Demonstrate a high level of integrity, impartiality, transparency, accountability, and ethical conduct while safeguarding the best interests of the organization.

3. Assistant Manager – Finance and Accounts Division

A. Purpose

The purpose of the position of Assistant Manager, Finance and Accounts Division is to assist the Head of Finance in the effective management of financial and accounting functions, including financial reporting, budgeting, reconciliation, remittance operations, regulatory reporting, statutory audit coordination, and compliance with applicable financial policies and requirements.

The position shall also provide operational support in the management of remittance-related financial activities and ensure timely and accurate submission of required reports to the relevant regulatory authorities.

B. Key Roles and Responsibilities

1. Be the Assistant Head of the Finance Division.
2. Officiate Finance Head when he/she is on Leave or on Tour.
3. Help head Finance in the closing of Monthly, Quarterly, and final accounts.
4. Shall assist in compiling the annual Budget for presentation in the Budget Meeting.

5. Maintain balance confirmation and reconciliation of Imprest annually (Western Union and Moneygram).
6. Verify the commission booked for Remittance in the system.
7. Verify loss/gain on USD exchange, decimal gain of Remittance.
8. Submit Remittance Compliance report to RMA (Including BOP) and RBP monthly.
9. Correspond with Remittance counterpart and RMA.
10. Resolve the customer complaint related to Remittance.
11. Maintain Bank Guarantee (RMA-Western Union).
12. Assist to manage Statutory Audit.
13. Submit Balance of Payment (BOP) to RMA quarterly.

4. Assistant Manager ((Postal Operation Division)

A. Purpose

The purpose of the position of Assistant Manager, Postal Operations Division – FedEx, Airlines and Customer Service is to oversee and coordinate international courier operations, airline and cargo arrangements, customs clearance, and customer service functions. The position shall ensure efficient and reliable service delivery, compliance with applicable operational and regulatory requirements, effective management of customer concerns, and sustainable growth in international postal and courier revenue.

B. Key Roles and Responsibilities

1. FedEx Operations

- i. Oversee and coordinate FedEx import and export operations to ensure timely and efficient processing of shipments.
- ii. Ensure compliance with applicable FedEx operational standards, procedures, and service requirements.
- iii. Monitor shipment performance, including processing timelines, delivery performance, exceptions, and service quality.
- iv. Coordinate with FedEx regional offices and relevant stakeholders on operational, service, and shipment-related matters.
- v. Identify opportunities to improve FedEx operations, service quality, customer experience, and revenue.

vi. Support initiatives aimed at expanding the FedEx business and increasing revenue.

2. Airline and Cargo Coordination

i. Coordinate with airlines, cargo agents, and other relevant service providers to facilitate the movement of international mail and cargo.

ii. Ensure timely availability and allocation of air cargo space based on operational requirements.

iii. Monitor airline schedules and identify potential disruptions that may affect mail and cargo movements.

iv. Develop and maintain appropriate contingency routing plans to minimize service disruptions.

v. Coordinate and resolve transportation-related delays, disruptions, offloading, and other operational issues.

vi. Maintain effective working relationships with airlines and cargo service providers to ensure reliable transportation arrangements.

3. Customs and Regulatory Compliance

i. Coordinate with Customs authorities and relevant agencies on the clearance of international mail, parcels, and cargo.

ii. Monitor the efficiency and timeliness of customs clearance processes.

iii. Ensure compliance with applicable customs laws, regulations, procedures, and documentation requirements.

iv. Coordinate the resolution of customs-related issues, delays, queries, and shipment holds.

v. Maintain appropriate records and documentation relating to customs clearance and regulatory compliance.

4. Customer Service and Customer Care

i. Supervise and coordinate customer service operations relating to postal, courier, and international services.

- ii. Monitor the timely handling and resolution of customer complaints, inquiries, and service requests.
- iii. Ensure that established customer service standards and service-level requirements are consistently maintained.
- iv. Identify areas for improvement in customer service delivery and implement appropriate measures to enhance customer satisfaction.
- v. Monitor and analyze GCSS/iCare performance and ensure timely follow-up on customer cases.
- vi. Coordinate with relevant operational units to resolve customer complaints and service issues effectively.

5. Revenue Development and Business Growth

- i. Monitor FedEx revenue performance and identify factors affecting revenue growth.
- ii. Identify potential business opportunities and areas for expansion of international courier and postal services.
- iii. Support the development and retention of corporate customers and key business accounts.
- iv. Coordinate with relevant divisions to explore new business opportunities and strengthen existing customer relationships.
- v. Recommend service improvements, operational enhancements, and business initiatives aimed at increasing revenue and competitiveness.

6. Performance Monitoring and Reporting

The Assistant Manager shall prepare, maintain, and submit periodic performance reports, including:

- i. FedEx Performance Report – covering shipment volumes, service performance, operational issues, and revenue.
- ii. Airline Performance Report – covering cargo space utilization, flight schedules, disruptions, delays, and related performance indicators.
- iii. Customer Service Report – covering customer complaints, resolution status, service performance, GCSS/iCare performance, and customer satisfaction.

iv. Revenue Analysis Report – covering revenue trends, performance against targets, business growth, and opportunities for revenue enhancement.

C. General Responsibilities

- i. Ensure effective coordination among FedEx, airlines, customs authorities, cargo agents, customer service units, and other relevant stakeholders.
- ii. Monitor operational risks and take timely corrective measures to minimize service disruptions.
- iii. Maintain accurate records and documentation relating to international courier, airline, customs, customer service, and revenue activities.
- iv. Ensure compliance with applicable organizational policies, procedures, service standards, and regulatory requirements.
- v. Undertake any other postal operations, courier, customer service, or related tasks and assignments as may be entrusted by Management from time to time.

5. Dy. Associate

A. Purpose

The purpose of this assignment is to provide procurement and stores management assistance, including the preparation and processing of invoices and bills in the ERP system, maintenance of inventory and fixed asset records, issuance and dispatch of supplies, budget monitoring, and other related procurement and store-management activities.

B. Scope of Responsibilities

The assigned personnel shall be responsible for the following duties:

1. Preparation and Processing of Documents in the ERP System

- Prepare and process invoices and bills in the ERP system.
- Process Journal Vouchers, asset input dates, Supply Orders, Receive Notes, and bill payments.
- Prepare dispatch documents and ensure proper documentation of all dispatches.

2. **Asset and Stock Management**

- Maintain and regularly update the **Asset Register and Stock Register**.
- Ensure that all inventory and fixed asset records are accurately maintained and updated in the ERP system.
- Maintain proper records of receipts, issues, transfers, and balances.

3. **Monthly Stock Reporting**

- Prepare and submit the monthly report to the Finance Division.
- Prepare and submit the **monthly stock summary** to the Finance Division.
- Ensure that the reported balances are reconciled with the physical stock and system records.

4. **Fixed Asset Reconciliation**

- Conduct **fixed asset reconciliation twice annually**.
- Identify and resolve discrepancies between physical assets and ERP records.
- Upon the verification the assets must update in the ERP system.

5. **Disposal of Assets and Inventory**

- Maintain the disposal list Fixed assets and obsolete Inventory items.
- Accordingly, prepare quotations for the **disposal as per approval list** verified by the Disposal Committee.
- Update disposed items in the ERP system and ensure that the relevant assets are removed from the books of accounts upon completion of the disposal process.
- Conduct physical verification of disposal items submitted by the **Regional Offices and Headquarters**.
- Maintain proper documentation for all disposal activities even the disposal done at Regions.

6. **Annual Procurement Budget**

- Assist in preparing the **annual procurement budget** for goods and services.
- Maintain and regularly update procurement budget records.
- Monitor budget utilization and ensure that procurement activities are recorded accurately.

7. **Requisition and Issuance of Supplies**

- Receive requisitions from concerned Offices and Regional Offices.

- Issue items based on approved requisitions and update the stock balance accordingly.
- Obtain acknowledgement/receipts for all issued items and maintain proper records.

8. Supply of Inventory and Fixed Assets

- Facilitate the supply and issuance of inventory and fixed asset items against approved requisitions.
- Maintain the **RQ (Requisition) records** and ensure that all issues are supported by proper issuance documentation.

9. Updating of Issuance Records

- Update all issuance records and lists in the ERP system on a timely basis.
- Ensure that system records accurately reflect the items issued to respective Offices/Regions.

10. Store Management

- Ensure that the store is properly organized, systematically arranged, and kept clean and secure at all times.
- Ensure proper storage, identification, and accessibility of inventory and fixed assets.
- Maintain appropriate records and controls to prevent loss, damage, or unauthorized issuance of items.

C. Expected Outcome

The assignment is expected to ensure **accurate, timely, and transparent management of procurement, inventory, fixed assets, documentation, and ERP records**, while maintaining proper accountability and compliance with applicable procedures.

6. Postal Assistant I

1. Purpose

The purpose of the position of **Postal Assistant I** is to provide efficient postal, financial, customer service, agency, and counter operations while ensuring accurate transaction processing, timely revenue accounting, proper handling of postal articles and

consignments, and compliance with applicable organizational procedures and service standards.

The Postal Assistant I shall contribute to efficient service delivery, customer satisfaction, revenue generation, and smooth day-to-day operations of the assigned Post Office.

2. Key Roles and Responsibilities

1. Counter Booking Services

Process and provide counter booking services for **EMS, parcels, Registered Letters (RL), and E-Commerce** consignments in accordance with prescribed procedures.

2. WUMT and Euro Giro Services

Handle **Western Union Money Transfer (WUMT)** and **Euro Giro** transactions and maintain proper accountability of the associated imprest funds.

3. Revenue Deposit and WUMT Transactions

Carry out day-to-day revenue deposits, WUMT cheque withdrawals, and ensure timely and accurate updating of all related transactions in the system.

4. Daily Revenue Transactions

Record and update the daily revenue transactions of **SJKA GPO** in the relevant system accurately and on a timely basis.

5. Customer Service and Complaint Management

Address and resolve customer complaints, inquiries, and service-related issues promptly, ensuring high levels of customer satisfaction and timely feedback in accordance with organizational standards.

6. Monthly Accounts

Prepare, verify, reconcile, and submit monthly accounts to the **Regional Office** within the prescribed timelines.

7. BNB Ngotshab Services

Provide **BNB Ngotshab** services to the public and support initiatives aimed at increasing revenue and promoting financial inclusion.

8. RICBL Agency Services

Support and scale **RICBL agency operations** to improve service outreach and contribute to sustainable revenue growth.

9. Stamp Requisition

Prepare and submit **stamp requisitions (RQ)** to the Regional Office for timely replenishment/recoupment of postal stamps.

10. Customer SMS Notifications

Send timely SMS notifications to customers regarding the availability of parcels, letters, and other articles for window delivery.

11. Delivery of Consignments

Facilitate the delivery of **RCDC, RBA consignments, and E-Commerce packages** to the intended recipients in accordance with prescribed procedures.

12. Event Capturing and System Updates

Accurately capture and update events in the **IPS.Post/ERP system** for articles booked, received, processed, and delivered at the counter.

13. Customs Declaration and Electronic Advance Data

Ensure accurate capturing and timely transmission of **Customs Declaration System (CDS)** information and **Electronic Advance Data (EAD)** to facilitate seamless international transit and expedited customs clearance.

14. Handling of Confidential Consignments

Handle and safeguard **Postal Ballots and BCSEA confidential consignments** during designated periods, ensuring strict confidentiality, security, and compliance with prescribed procedures.

15. Multitasking and Operational Support

Perform multiple operational functions as required and provide support to other sections or colleagues to ensure uninterrupted postal service delivery.

16. Beautification and Workplace Improvement

Participate voluntarily in office beautification, cleanliness, and other workplace improvement activities as required.

C. General Responsibilities

1. Maintain accurate records and ensure proper accountability for all transactions, funds, postal articles, and other items handled.
2. Ensure compliance with applicable postal procedures, financial controls, customer service standards, and organizational policies.
3. Safeguard confidential information, customer records, postal articles, and financial resources entrusted to the position.
4. Promote professional, courteous, and responsive customer service at all times.
5. Undertake any other duties and responsibilities assigned by the immediate Supervisor, Regional Manager, or Management from time to time.

7. Postman (I/II)

A. Purpose of the Position

The Postman is responsible for ensuring the timely, secure, and efficient collection, handling, sorting, and delivery of postal articles and related services. The position supports the smooth day-to-day operations of the Post Office by delivering mail to designated recipients, collecting mail from designated locations, assisting at the service counter, and providing operational support to the Postmaster as required.

B. Key Responsibilities

1. Mail Delivery

- Deliver incoming and outgoing letters, registered mail, parcels, official correspondence, and other postal articles to designated recipients in a timely and secure manner.
- Ensure that postal articles are handled carefully and delivered to the correct addresses or recipients.
- Obtain necessary acknowledgements or signatures for registered, accountable, or other designated postal items.
- Report undelivered, damaged, incorrectly addressed, or other exceptional postal articles to the appropriate supervisor.

2. Mail Collection from Bus Booking Offices

- Collect postal mail, parcels, and other postal articles from designated bus booking offices or collection points.
- Ensure that collected mail is safely handled, transported, and delivered to the Post Office without unnecessary delay.
- Maintain appropriate records or acknowledgements for collected postal articles, where required.
- Coordinate with relevant personnel at bus booking offices to ensure smooth and regular mail collection.

3. Counter and Customer Service Assistance

- Assist counter staff in providing efficient and courteous service to customers.
- Support the sorting, arrangement, and handling of postal articles received at the Post Office.
- Assist customers with general postal service enquiries and direct them to the appropriate staff or service counter when necessary.
- Support the maintenance of relevant registers, records, and documents related to postal operations.

4. Assistance to the Postmaster

- Assist the Postmaster in the day-to-day operation and administration of the Post Office.
- Support the Postmaster in carrying out assigned postal, administrative, and operational tasks.
- Assist with the organization, movement, and safe custody of postal articles, documents, and office materials.
- Carry out other reasonable duties assigned by the Postmaster in support of effective Post Office operations.

C. General Responsibilities

- Maintain confidentiality and security of postal articles, official correspondence, and customer information.

- Follow applicable postal rules, regulations, procedures, and instructions.
- Maintain punctuality, discipline, professionalism, and courteous conduct when dealing with customers and colleagues.
- Take appropriate care of postal equipment, records, documents, and other official property.
- Report any loss, damage, irregularity, or security concern relating to postal operations to the Postmaster or designated supervisor.
- Perform any other duties relevant to the position as assigned by the Postmaster.

8. Security Guard

A. Purpose

The purpose of the position of **Security Guard** is to ensure the safety, security, and protection of Bhutan Post premises, employees, assets, vehicles, equipment, and property at the **General Post Office (GPO) and Mail Section**. The Security Guard shall maintain a secure environment through continuous surveillance, access control, proper opening and closing of premises, and timely reporting of security concerns.

B. Key Roles and Responsibilities

1. **Security and Surveillance**
Perform security duties at both the **GPO and Mail Section**, including weekends and public holidays, as required by the nature of the assignment and operational needs.
2. **Lighting and Premises Monitoring**
Switch on and switch off the lights at the GPO and Mail Section during the appropriate morning and evening hours and ensure that the premises remain adequately secured.
3. **Gate and Access Control**
Ensure that all gates are properly closed and secured after office hours and monitor access to the premises.
4. **Protection of Property and Assets**
Maintain a high level of security and vigilance to safeguard the GPO building, office premises, vehicles, motorcycles, electric scooters, equipment, and other Bhutan Post property, with the objective of preventing security incidents, theft, damage, or unauthorized access.
5. **Parking Control**
Monitor and restrict unauthorized persons from parking vehicles within Bhutan Post

office parking areas at both the GPO and Mail Section, particularly during weekends and public holidays, for security and operational reasons.

6. **Cargo Truck Access**

Open and close the main gate to facilitate the entry and exit of Bhutan Post cargo trucks when transport operations are being carried out.

7. **National Flag and Ceremonial Duties**

Hoist and lower the national flags on designated occasions, including official celebrations and occasions commemorating the **Druk Gyalpos**, as directed by Management.

8. **Loading and Unloading Assistance**

Assist the Transport Section with loading and unloading activities when consignments or other loads arrive at the office premises, as required.

9. **Water Supply Management**

Refill or store water in the GPO water tanks and Bhutan Post canteen water storage facilities as and when required.

10. **Parking Fee Collection**

Collect parking fees during assigned day duties and maintain proper accountability and records of collections in accordance with the prescribed procedures.

11. **Rotational Duties**

Perform rotational **day and night security duties** as per the duty roster and operational requirements of the office.

12. **Incident Reporting**

Immediately report any suspicious activity, security breach, damage, loss, unauthorized access, or other security-related incident to the immediate Supervisor or Regional Manager.

13. **Compliance with Security Procedures**

Follow all applicable security procedures, instructions, duty rosters, access-control requirements, and directives issued by the organization.

14. **Other Assigned Duties**

Carry out any other reasonable security-related or operational tasks assigned by the immediate Supervisor, Regional Manager, or Management from time to time.