



REPUBLIC OF KENYA

Revised Scheme of Service
for
Telephone Personnel

April 2009

ISSUED BY THE PERMANENT SECRETARY
MINISTRY OF STATE FOR PUBLIC SERVICE
OFFICE OF THE PRIME MINISTER

REVISED SCHEME OF SERVICE FOR TELEPHONE PERSONNEL

1. AIMS AND OBJECTIVES

- (i) To provide for a clearly defined career structure, which will attract and facilitate retention of suitably qualified Telephone Personnel in the Service.
- (ii) To provide for clearly defined job descriptions and specifications at all levels in the career structure, which will ensure proper deployment and utilization of Telephone Personnel.
- (iii) To establish standards for recruitment, training and advancement within the career structure on the basis of qualifications, knowledge, merit and ability as reflected in work performance and results.
- (iv) To ensure appropriate career planning and succession management in the cadre.

2. ADMINISTRATION OF THE SCHEME OF SERVICE

(a) Responsibility for Administration

The Scheme of Service will be administered by the Permanent Secretary, Ministry of State for Public Service in conjunction with the Public Service Commission. In administering the Scheme, the Permanent Secretary will ensure that the provisions of the Scheme are strictly observed for fair and equitable treatment of officers, and that officers are confirmed in appointment on successful completion of their probation period.

(b) Training Scope

In administering the Scheme, the Permanent Secretary, Ministry of State for Public Service will ensure that appropriate training opportunities/facilities are provided to assist serving officers acquire the necessary additional qualifications/specialization and experience required for both efficient performance of their duties and

advancement within the Scheme of Service. Officers should also be encouraged to undertake training privately for self-development.

3. THE TELEPHONE SERVICE FUNCTION

The Telephone Service Function entails provision of efficient telephone communication linkages to facilitate transaction of business for efficient and effective service delivery. Specifically, the Function involves provision of telephone services to Government Ministries/Departments, and includes the following:

(a) Telephone Exchange Operation

This entails operating telephone switchboards; routine testing of PABX equipment and telephone exchange lines; preparation and maintenance of records and other clerical work in the telephone exchanges.

(b) Telephone Exchange Supervision

This entails supervision of telephone exchanges; organizing and management of staff; maintenance of telephone exchanges and ensuring cost effective utilization of the telephone facilities; liaising with other relevant organizations on procurement and installation of telephone equipment/facilities, and telephone spare parts/accessories; and payment of telephone bills.

(c) Telephone Service Management

This involves overall management of the Government Telephone Service and is restricted at the Ministry of State for Public Service. Specifically, the Function entails staffing; monitoring and inspection of telephone exchanges; training and development of telephone personnel; collection and evaluation of telephone traffic and human resource data on the existing telephone facilities; and advising on acquisition, installation and utilization of telephone facilities.

4. GRADING STRUCTURE AND SCOPE

(a) Grading Structure

The Scheme of Service establishes ten (10) grades in the Cadre of Telephone Personnel who will be designated and graded as follows:

Designation	Job Group
Telephone Operator II	“F”
Telephone Operator I	“G”
Senior Telephone Operator	“H”
Telephone Supervisor II	“J”
Telephone Supervisor I	“K”
Senior Telephone Supervisor	“L”
Chief Telephone Supervisor	“M”
Principal Telephone Supervisor	“N”
Assistant Director of Telephone Services	“P”
Senior Assistant Director of Telephone Services	“Q”

Note:

- (i) The grades of Telephone Operator II/I/Senior Telephone Operator, Job Groups F/G/H; Senior Telephone Operator/Telephone Supervisor II/I, Job Groups H/J/K for diploma holders and Telephone Supervisor II/I/ Senior Telephone Supervisor, Job Groups ‘J’/‘K’/‘L’ for degree holders will form a common establishment for the purpose of this Scheme of Service.**
- (ii) All serving officers will undertake suitability interviews before they convert to the upgraded positions. Officers on Job Group ‘L’ and below will be interviewed by Ministerial Human Resource Advisory Committee (MHRAC) while those on Job Group ‘M’ and above will be interviewed by Public Service Commission of Kenya (PSC)**

5. PROVISION OF POSTS

A Scheme of Service does not constitute authority for creation of posts. Any additional posts required under the new grading structure must be included in the Ministry’s establishment proposals for

consideration and approval by the Permanent Secretary, Ministry of State for Public Service in the normal manner.

6. ENTRY INTO THE SCHEME OF SERVICE

(a) Direct Appointment

Direct appointment will normally be made in the grades of Telephone Operator II, Job Group "F"; Senior Telephone Operator, Job Group 'H' and Telephone Supervisor II, Job Group "J". In exceptional cases, however, direct appointment may be made beyond these grades by the Public Service Commission on the recommendation of the Permanent Secretary, Ministry of State for Public Service provided the candidate is in possession of the prescribed minimum qualifications and/or experience for appointment to the grade.

(b) Incremental Credit

Incremental credit(s) for approved experience acquired after obtaining the prescribed minimum qualifications for the grade may be awarded at the rate of one (1) increment for each completed year of approved experience provided the maximum of the scale is not exceeded. In awarding incremental credit(s), any period of service or experience stipulated as a basic requirement for appointment to a particular grade will be excluded.

7. ADVANCEMENT WITHIN THE SCHEME

The Scheme of Service sets out the minimum qualifications and/or experience required for advancement from one grade to another. It is emphasized, however, that these are the minimum requirements, which entitle an officer to be considered for appointment or promotion. In addition, advancement from one grade to another will depend on:

- (i) existence of a vacancy in the authorized establishment;
- (ii) merit and ability as reflected in work performance and results;
and
- (iii) approval of the Public Service Commission.

8. RECOGNIZED QUALIFICATIONS

The following are the recognized qualifications for the purpose of this Scheme of Service:

- (i) The Kenya Certificate of Secondary Education, mean grade C- or its equivalent with at least C- in English, Kiswahili and Geography.
- (ii) A four (4) months certificate course for Government Telephone Operators from a Government Training Institute or any other recognized institution.
- (iii) Occupational Examination for Telephone Operators.
- (iv) A four (4) months certificate course for Government Telephone Supervisors from a Government Training Institute or any other recognized training institution.
- (v) Instructors Training Course for Telephone Supervisors lasting not less than four (4) months from a Government Training Institute or any other recognized institution.
- (vi) Diploma in Telecommunications Operations Management or its equivalent qualification from a recognized institution.
- (vii) A Bachelor of Arts degree from a recognized University/Institution.
- (viii) Management Skills Development Course.
- (ix) Advanced Supervisory Management Course.
- (x) Proficiency in computer applications.
- (xi) Any other qualification(s) as may be adjudged and approved as equivalent by the Permanent Secretary, Ministry of State for Public Service.

9. IMPLEMENTATION OF THE SCHEME OF SERVICE

The Scheme of Service will become operational with effect from 1st April, 2009. On implementation, all serving officers will automatically become members of the Scheme.

10. JOB AND APPOINTMENT SPECIFICATIONS

I. TELEPHONE OPERATOR II, JOB GROUP 'F'

(a) Duties and Responsibilities

This will be the entry and training grade for Telephone Operators. An officer at this level will perform telephone operation duties on the switchboard under the guidance of a more senior officer. Duties will entail connecting telephone calls for customers and responding to enquiries at the telephone exchange.

(b) Requirements for Appointment

For appointment to this grade, a candidate must:

- (i) be in possession of Kenya Certificate of Secondary Education mean grade C- or its equivalent with at least a C- in English, Kiswahili and Geography.
- (ii) possess good oral and written communication skills in both English and Kiswahili; and
- (iii) be proficient in computer applications.

II. TELEPHONE OPERATOR I, JOB GROUP 'G'

(a) Duties and Responsibilities

Duties at this level will entail telephone operation duties on the switchboard, clerical work at the exchange, as well as routine testing of exchange lines and switchboard facilities under a more senior officer.

(b) Requirements for Appointment

For appointment to this grade, an officer must have:

- (i) served in the grade of Telephone Operator II or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) good oral and written communication skills in both English and Kiswahili;
- (iii) passed the Occupational Examination for Telephone Operators;
- (iv) shown merit and ability as reflected in work performance and results; and
- (v) be proficient in computer applications.

III. SENIOR TELEPHONE OPERATOR, JOB GROUP 'H'

(a) Duties and Responsibilities

Work at this level will include telephone operation duties; routine testing of exchange lines and switchboard facilities; and telephone exchange clerical work. An officer at this level may also be deployed as in-charge of a telephone exchange of one to two (1-2) switchboard positions with a maximum capacity of twenty (20) exchange lines and approximately two hundred (200) extension lines. At the Exchange, the officer will be responsible for carrying out Head Set Coaching to new entrants; liaising with Telephone Engineers/Technicians on maintenance of telephone equipment/facilities, with Accounts Section on settlement of telephone bills and with Supplies Section on procurement of telephone facilities/spare parts and stationery.

(b) Requirements for Appointment

Direct Appointment

This will be the entry and training grade for Diploma Holders. For direct appointment to this grade, a candidate must:

- (i) have a Diploma in Telecommunication Operations Management or its equivalent qualification from a recognized institution;
- (ii) be proficient in computer applications;
- (iii) possess good oral and written communication skills in both English and Kiswahili; and
- (iv) have shown merit and ability as reflected in work performance and results.

Promotion

For promotion to this grade, an officer must:

- (i) have served in the grade of Telephone Operator I or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) have passed a four (4) months certificate course for Government Telephone Operators from a Government Training Institute or any other recognized Institution;
- (iii) be proficient in computer applications;
- (iv) possess good oral and written communication skills in both English and Kiswahili; and
- (v) have shown merit and ability as reflected in work performance and results.

IV. TELEPHONE SUPERVISOR II, JOB GROUP 'J'

(a) Duties and Responsibilities

An officer at this level will be in charge of a telephone exchange of three to four (3-4) switchboard positions with a maximum capacity of forty (40) exchange lines and four hundred (400) extension lines. Specifically, the officer will be responsible for supervision of work at the switchboard; telephone exchange routine work; preparation of duty/annual leave roster for Telephone Personnel; liaising with Engineers/Technicians on maintenance of telephone exchange equipment/facilities, with Accounts Section on payment of telephone bills and with Supplies Section on procurement of telephone facilities/spares parts and stationery.

(b) Requirements for appointment

Direct Appointment

This will be the entry and training grade for university graduates. For appointment to this grade, a candidate must:

- (i) be in possession of a Bachelor of Arts degree from a recognized University/Institution;
- (ii) be proficient in computer applications; and
- (iii) possess good oral and written communication skills in both English and Kiswahili.

Promotion

For promotion to this grade, an officer must:

- (i) have served in the grade of Senior Telephone Operator or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) have attended and passed a Certificate Course for Government Telephone Supervisors lasting not less than four

(4) months from a Government Training Institute or any other recognized Institution;

- (iii) be proficient in computer applications;
- (iv) possess good oral and written communication skills in both English and Kiswahili; and
- (v) have shown merit and ability as reflected in work performance and results.

V. TELEPHONE SUPERVISOR I, JOB GROUP 'K'

(a) Duties and Responsibilities

An officer at this level will be in charge of a telephone exchange of five to six (5-6) switchboard positions, with a maximum capacity of sixty (60) exchange lines and approximately six hundred (600) extension lines. The officer will be responsible for supervision of work at the switchboard; telephone exchange routine work; preparation of duty/annual leave roster for telephone personnel; and collection of telephone traffic data for determining adequacy of telephone facilities and staffing levels. The officer will also liaise with Engineers/Technicians on maintenance of telephone exchange equipments/facilities, Accounts Section on payment of bills, and Supplies Section on procurement of telephone facilities/spare parts and stationery.

(b) Requirements for Appointment

For appointment to this grade, an officer must:

- (i) have served in the grade of Telephone Supervisor II or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) have attended and passed an Instructors Training Course for Telephone Supervisors lasting not less than four (4) months from a Government Training Institute or any other recognized Institution;

- (iii) possess good oral and written communication skills in both English and Kiswahili;
- (iv) be proficient in computer applications; and
- (v) have shown merit and ability in the management of telephone services.

VI. SENIOR TELEPHONE SUPERVISOR, JOB GROUP 'L'

(a) Duties and Responsibilities

An officer at this level will be in charge of a telephone exchange of seven to ten (7-10) switchboard positions, with a maximum capacity of one hundred (100) exchange lines and approximately one thousand (1000) extension lines. The officer will be responsible for supervision of work at the switchboard; telephone exchange routine work; preparation of duty/annual leave roster for telephone personnel; collection of telephone traffic data for determining adequacy of telephone facilities and staffing levels; and liaising with Engineers/Technicians on maintenance of telephone exchange equipments/facilities, Accounts Section on payment of bills and Supplies Section on procurement of telephone facilities/spare parts and stationery. The officer may also be deployed at the Ministry of State for Public Service where he/she will be expected to teach Operation Theory and conduct refresher courses for the telephone personnel; supervise telephone exchanges in a number of Ministries/Departments and assess the performance of telephone exchange equipments/facilities.

(b) Requirements for Appointment

For appointment to this grade, an officer must:

- (i) have served in the grade of Telephone Supervisor I or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) have attended and passed an Instructors Training Course for Telephone Supervisors lasting not less than four (4) months from

- a Government Training Institute or any other recognized Institution;
- (iii) have attended and passed a Certificate Course for Government Telephone Supervisors lasting not less than four (4) months from a Government Training Institute or any other recognized training institution;
- (iv) be proficient in computer applications;
- (v) possess good oral and written communication skills in both English and Kiswahili;
- (vi) be in possession of a diploma in Telecommunication Operations Management or its equivalent qualification from a recognized Institution; and
- (vii) have shown merit and ability as reflected in work performance and results.

In addition, the officer must demonstrate the following key values and competences:

- (i) team work and excellent interpersonal skills;
- (ii) integrity and commitment to producing results;
- (iii) ability to get along with a diverse workforce;
- (iv) good organization and supervisory skills; and
- (v) ability to work with minimum supervision.

VII. CHIEF TELEPHONE SUPERVISOR, JOB GROUP 'M'

(a) Duties and Responsibilities

An officer at this level will be in charge of a telephone exchange exceeding ten (10) switchboard positions, a hundred (100) exchange lines and one thousand (1000) extension lines. Duties and

responsibilities will entail collection of traffic data for determining adequacy of telephone facilities and staffing levels; supervision of work at the Switchboard; routine telephone exchange work; liaising with Engineers/Technicians on maintenance of telephone exchange equipments/facilities, Accounts Section on payment of telephone bills and Supplies Section on procurement of telephone spare parts and stationery. An officer at this level may also be deployed at the Ministry of State for Public Service where work will entail coordination of telephone exchange operations in Ministries/Departments; teaching telephone operation theory and conducting refresher courses for telephone personnel.

(b) Requirements for Appointment

For appointment to this grade, an officer must:

- (i) have served in the grade of Senior Telephone Supervisor or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) have attended and passed a Management Skills Development Course from a recognized institution;
- (iii) be proficient in computer applications;
- (iv) possess good oral and written communication skills in both English and Kiswahili; and
- (v) have demonstrated professional competence in work performance and results.

In addition, the officer must possess the following key values and competencies:

- (i) team work and excellent interpersonal skills;
- (ii) integrity and commitment to producing results;
- (iii) ability to get a long with a diverse workforce;

- (iv) good organization and supervisory skills; and
- (v) ability to work with minimum supervision.

VIII. PRINCIPAL TELEPHONE SUPERVISOR, JOB GROUP 'N'

(a) Duties and Responsibilities

An officer at this level will be deployed at the Ministry of State for Public Service Headquarters. Duties and responsibilities will entail co-ordination of telephone exchange operations in Ministries/ Departments; training and development of the Telephone Personnel; preparation and updating of training materials/teaching aids; initiating better methods of telephone operation work; and developing appropriate programmes for monitoring telephone traffic to establish the adequacy of telephone exchange equipments/facilities and staffing levels.

(b) Requirements for Appointment

For appointment to this grade, an officer must:

- (i) have served in the grade of Chief Telephone Supervisor or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) have attended and passed an Advanced Supervisory Management Course from a recognized institution;
- (iii) be proficient in computer applications;
- (iv) possess good oral and written communication skills in both English and Kiswahili; and
- (v) have demonstrated professional competence in the management of telephone services;

In addition, the officer must possess the following key values and competencies:

- (i) team work and excellent interpersonal skills;
- (ii) integrity and commitment to producing results;
- (iii) creativity and innovativeness in work performance;
- (iv) Managerial/administrative skills.

IX. ASSISTANT DIRECTOR OF TELEPHONE SERVICES, JOB GROUP 'P'

(a) Duties and Responsibilities

An officer at this level will be deployed at the Ministry of State for Public Service Headquarters where he/she will be responsible to the Senior Assistant Director of Telephone Services for management of telephone services; development of training curricula; co-ordination of training programmes for the Telephone Personnel; maintenance of establishment records; procurement of Government telephone exchanges; assessment of staffing requirements; telephone customer care and staff welfare.

(b) Requirements for Appointment

For appointment to this grade, an officer must:

- (i) have served in the grade of Principal Telephone Supervisor or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) have a Bachelor of Arts Degree from a recognized University/Institution;
- (iii) possess good oral and written communication skills in both English and Kiswahili;
- (iv) be proficient in computer applications;

- (v) have a clear understanding of Government policies, systems, processes and procedures; and
- (vi) have demonstrated outstanding professional and managerial competence in the management of telephone services.

In addition, the officer must possess the following key values and competencies:

- (i) team work and excellent interpersonal skills;
- (ii) integrity, creativity and innovativeness; and
- (iii) managerial/administrative skills.

X. SENIOR ASSISTANT DIRECTOR OF TELEPHONE SERVICES, JOB GROUP 'Q'

(a) Duties and Responsibilities

This will be the highest grade in the Telephone Personnel Cadre. An officer at this level will be deployed at the Ministry of State for Public Service Headquarters, where he/she will be responsible to the Permanent Secretary for overall management of Telephone Services in the Civil Service. Specifically, duties and responsibilities will entail maintaining Telephone staff establishment records; advising on appropriate staff complements for Government Telephone Exchanges; participation in recruitment, promotion, transfer and deployment of telephone personnel; liaising with other authorities in the selection of telephone personnel for various training programmes; liaising with the Public Service Commission in organizing Occupational Examinations for Telephone Operators; and advising on the procurement and installation of appropriate telephone equipments/facilities for the Civil Service.

(b) Requirements for Appointment

For appointment to this grade, an officer must:

- (i) have served in the grade of Assistant Director of Telephone Services or in a comparable and relevant position in the Public Service for a minimum period of three (3) years;
- (ii) be proficient in computer applications;
- (iii) possess excellent oral and written communication skills in both English and Kiswahili;
- (iv) have a clear understanding of Government policies, systems, processes and procedures;
- (v) have demonstrated outstanding professional competence and managerial capability in management of Government Telephone Services; and
- (vi) have a clear understanding of the National Development Goals, Vision 2030 and the role of telephone services in achievement of the same.

In addition, the officer must possess the following key values and competencies:

- (i) team work and excellent interpersonal skills;
- (ii) integrity, creativity and innovativeness; and
- (iii) managerial/administrative skills.