



# Southern Regional Health Authority

## Manchester Health Department

Compassion | Accountability | Respect | Efficiency

Website: [www.srha.gov.jm](http://www.srha.gov.jm)



The Southern Regional Health Authority (SRHA), a Statutory Body under the Ministry of Health & Wellness responsible for the management and operation of Public Health Services within the Parishes of Clarendon, Manchester and St. Elizabeth, invites applications from suitably qualified persons for the following position at **Manchester Health Department**:

### **CUSTOMER CARE ASSISTANT (GMG/AM 1- Pay Band 3)-VACANT**

Salary range \$1,439,455 - \$1,935,907 per annum and any allowance(s) attached to the post.

#### **Job Summary**

To provide frontline service at the health centre in accordance with established standards. This position provides a medium through which relations between internal and external clients are realized in keeping with service level agreement and the Government of Jamaica Citizens Charter. It is also responsible for collecting and providing client related information and providing direct assistance to clients accordance with established standards.

#### **Qualifications & Experience:**

- Four (4) GCE O' Level/CXC subjects inclusive of English Language and Mathematics
- Training in Customer Service and Emotional Intelligence

#### **Required Knowledge, Skills and Competencies:**

- Working knowledge of public health centre systems and practices
- Excellent knowledge of customer service principles and guidelines & Customer Charter
- Ability to develop and maintain positive and cooperative working relationships
- Excellent oral and written communication skills
- Knowledge of Government guidelines as it relates to procedures (Service Excellence Policy)
- Well-developed human relations and emotional intelligence skills
- Knowledge of Microsoft Word and Excel
- Excellent time management skills
- Security conscious, flexibility and confidentiality
- Problem solving skills

#### **Key Responsibilities will include:**

- Greeting and interacting with patients/relatives and visitors to the Health Centre.
- Collecting personal information from client and log onto the prescribed forms and systems.
- Assigning patient number to client, distribute patient services card and refer to triage nurse for the completion of vital signs.
- Displaying compassionate support to all patients regardless of their situation.
- Reporting serious challenges to your Supervisor in a timely manner.
- Referring patients showing signs of deteriorating health and/or excruciating pain to clinical personnel for intervention.
- Monitoring waiting time of patients in assigned areas and intervene where possible.
- Keeping patients informed of possible causes of extended waiting hours as directed.
- Disseminating questionnaires to solicit feedback on the services offered.
- Influencing customer service interaction by displaying and maintaining professionalism and courtesy to all.
- Communicating relevant information; provide correct and adequate responses to questions and queries and direct clients to respective service areas in the Hospital.
- Logging client complaints and refer for the appropriate resolution.
- Identifying patients with special needs and informs Supervisor accordingly for

intervention.

- Assisting members of staff who need clarification on services and ensure compliance with the regulations.
- Alerting the security guards to any unusual or suspected unsafe situations that may be observed.
- Identifying problems within scope of responsibility in the shortest possible time and refer those outside of scope of responsibility to the Supervisor.

Applications along with resume should be sent no later than **Wednesday, May 22, 2024** to:

**The Senior Human Resource Officer  
Manchester Health Department  
5-7 Ward Avenue  
Mandeville  
Manchester**  
*E-Mail – [mhdhrdepartment@gmail.com](mailto:mhdhrdepartment@gmail.com)*

**\*\*PLEASE INDICATE IN THE 'SUBJECT LINE' THE NAME OF THE POSITION TO WHICH YOU ARE APPLYING\*\***

**NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED**