

Southern Regional Health Authority

Black River Hospital

Compassion | Accountability | Respect | Efficiency

45 High Street, Black River P.O. St. Elizabeth, Jamaica WI

Tel: (876) 965-2212 / 634-3699 / 634-1893

Website: 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 the **BLACK RIVER HOSPITAL**:

CUSTOMER CARE OFFICER (GMG/AM 3-Pay Band 5)-(Not Vacant)

(Salary range \$2,190,302 - \$2,945,712 per annum and any allowance(s) attached to the post)

Job Summary:

Under the general supervision of the Senior Customer Care Officer the incumbent will be responsible for collecting and providing client related information and providing direct assistance to clients in accordance with established standards. The incumbent will facilitate 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.

Qualifications and Experience:

- Diploma in Management Studies, Public Administration, Personnel Management, Business Administration or equivalent
- At least two (2) years in Customer Service or performing related functions
- Knowledge of Customer service principles and practices

Required Knowledge, Skills & Competencies

Core:

- Strong communication abilities in the oral and written formats
- Excellent customer service, problem solving skills and ability to manage the client interface
- A record of demonstrated creativity
- Proven time management skills
- Well-developed human relations and emotional intelligence skills
- Demonstrated leadership ability
- Proven planning and organization ability
- Computer literacy including the ability to work with word processing, graphic design, desk top publishing and spreadsheet software
- Ability to develop and maintain positive and cooperative working relationships
- Ability to work on own initiative
- Security conscious, flexibility and confidentiality

Technical:

- Database Entry
- Report Writing Skills
- Proficiency in relevant Software Applications
- Knowledge of the Ministry of Health & Wellness Policies & Procedures
- Knowledge of GOJ Customer Service Policies & Procedures

Key responsibilities will include:

- Acts as patient advocate.
- Influences customer service interaction by displaying and maintaining professionalism and courtesy to all.
- Responds to clients' needs, requests and concerns as is appropriate.
- Identifies bottlenecks in the existing services where it prevents the patients/relatives from accessing the services in a timely manner.
- Liaises with department supervisors to ensure that support services for patients are provided in an efficient and effective manner.
- Ensures that patients who received service and are health insurance card holders are approached and directed to the cashiers for billing.
- Ensures that patients with special needs are given the necessary support within established policies and sources.
- Monitors waiting time and identify impediments and intervene where possible.
- Assists ward patients in getting appointments and the retrieving of results for diagnostic test.

- Assists ward patients in getting financial/relevant documentation from the hospital to conduct their external investigations.
- Maintains a link between Accident and Emergency and the wards (Nurse in charge) with regards to the availability of beds.
- Collects data on clients to facilitate workload/activity report and demand/utilization report to include
 - Number of clients who access service
 - Number of clients registered
 - Number of clients referred
 - Number of complaints received
- Communicates relevant information; provide correct and adequate responses to questions and queries and direct clients to respective service areas in the Hospital.
- Informs patients of the reasons or possible reasons for any delay in service.
- Assists members of staff who need clarification on services and ensures compliance with the regulations.
- Keeps a daily log of client complaints and follow through for a resolution where appropriate.
- Disseminates questionnaires to solicit feedback on the services offered.
- Provides the necessary advice to clients who present requests that conflict with established professional standards, regulations and policies.
- Helps to develop and maintain action plans for improving customer service interactions that will facilitate a positive image of the Hospital.
- Assists in analyzing and solving problems within scope of responsibility in the shortest possible time and refer those outside of scope of responsibility to the relevant managers.
- Alerts the security guards to any unusual or suspected unsafe situations that may be observed.
- Performs other related duties as directed in accordance with guidelines of the Hospital.

Applications along with resume should be sent **no later than August 12, 2024** to:

The Assistant Human Resource Officer
Black River Hospital
45 High Street, Black River, St. Elizabeth
Tell: (876) 965-9294
E-Mail - brhjobs00@gmail.com

NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED.

IMPORTANT NOTE: WE WILL ONLY ACCEPT APPLICATIONS BY EMAIL*