

Southern Regional Health Authority

Compassion | Accountability | Respect | Efficiency
3 Brumalia Road, Mandeville, Manchester, Jamaica WI
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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 **Mandeville Regional Hospital**:

CUSTOMER CARE ASSISTANT (GMG/AM 1) Vacant

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

Job Summary:

Under the direct supervision of the Administrative Assistant, the Customer Care Assistant is responsible to provide frontline service at the hospital 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.

Qualifications and Experience:

- Four (4) GCE O'Level, CXC subjects at the standard acceptable grades inclusive of **English Language and Mathematics**
- Training in Customer Service and Emotional Intelligence

Required Knowledge, Skills & Competencies:

- Excellent interpersonal and customer service skills
- Good hearing and listening skills
- Patient and possesses a pleasing personality
- Well-developed human relations skills
- Good knowledge of telephone procedures
- Good knowledge of mission, roles, responsibilities of the organization and services offered
- Knowledge of reference materials and telephone files

Key responsibilities will include:

- Greeting and interacting with patients/relatives and visitors to the Hospital.
- Using the buzzer system to let in and out clients when they access the Administrative building.
- Assisting with the distribution of stationary as per procedure.
- Assisting with copying documents for clients.
- Collecting personal documents and information from clients and log onto the prescribed forms and systems.
- Assigning patient number to client, distributing patient services card and referring to

- triage nurse for the completion of vital signs.
- Logging patients in the order in which they arrive and referring special cases to the Triage Nurse for action.
 - Remaining calm and enthusiastic at all times.
 - Referring to the patient by his/her name after it is asked for and given to you.
 - Listening keenly and carefully to patients.
 - Displaying compassionate supports 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 intervening where possible.
 - Communicating to the patients as to the modus operandi of the assigned area as it relates to how patients are seen.
 - Keeping patients informed of possible causes of extended waiting hours as directed.
 - Disseminating questionnaires to soliciting feedback on the services offered.
 - Influencing customer service interaction by displaying and maintaining professionalism and courtesy to all.
 - Communicating relevant information; providing 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.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- The incumbent will be required to work in a hospital environment beyond normal hours when the need arises.
- Latitude to rotate within the Customer Service Unit which operates on a three-shift system.

Applications along with resume should be sent **no later than Thursday May 21, 2026** to:

Senior Human Resource Officer
Mandeville Regional Hospital
32 Hargreaves Avenue
Mandeville P.O., Manchester
E-Mail - jobsmrh@gmail.com

****IMPORTANT NOTE: WE WILL ONLY ACCEPT APPLICATIONS BY EMAIL****

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

NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED