

Southern Regional Health Authority

Compassion | Accountability | Respect | Efficiency
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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 Officer (GMG/AM 3) Vacant

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

Job Summary:

Under the direct supervision of the Senior Customer Care Officer, the Customer Care Officer 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 the Ministry of Health & Wellness Service Level Agreement and the hospital's Clients 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:

- 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
- Excellent Oral and Written Communication
- Excellent Customer & Quality Focus competency
- Excellent Teamwork & Cooperation
- Excellent knowledge of Emotional Intelligence
- Excellent Integrity/Ethics
- Knowledge of GOJ Customer Service Policies & Procedures (Service Excellence Policy)

Key responsibilities will include:

- Acting as patient advocate.
- Influencing customer service interaction by displaying and maintaining professionalism and courtesy to all.
- Responding to clients' needs, requests and concerns as is appropriate.

- Identifying bottlenecks in the existing services where it prevents the patients/relatives from accessing the services in a timely manner.
- Ensuring the E-Triage system is effectively utilized and intervenes accordingly.
- Liaising with department supervisors to ensure that support services for patients are provided in an efficient and effective manner.
- Ensuring that patients with special needs are given the necessary support within established policies and sources
- Monitoring waiting time and identify impediments and intervene where possible
- Communicating relevant information; provide correct and adequate responses to questions and queries and direct clients to respective service areas in the Hospital.
- Informing patients of the reasons or possible reasons for any delay in service.
- Assisting members of staff who need clarification on services and ensures compliance with the regulations.
- Ensuring the adequate posting of relevant information to parents/relatives and visitors.
- Maintaining a daily record of client complaints, conduct thorough investigations and diligently pursue resolutions
- Disseminating questionnaires to solicit feedback on the services offered.
- Providing the necessary advice to clients who present requests that conflict with established professional standards, regulations and policies.
- Helping to develop and maintain action plans for improving customer service interactions that will facilitate a positive image of the Hospital.
- Assisting 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.
- Alerting the security guards to any unusual or suspected unsafe situations that may be observed.
- 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 June 02, 2025** to:

Senior Human Resource Officer
Mandeville Regional Hospital
32 Hargreaves Avenue
Mandeville P.O., Manchester
FAX (876) 625-8493
E-Mail - jobsmrh@gmail.com

NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED.