



Southern Regional Health Authority

Clarendon Health Department

Compassion | Accountability | Respect | Efficiency

3-4 Georges Street, Denbigh, Clarendon, Jamaica WI

Tel: (876)986-4548/ 828-1894

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 **LIONEL TOWN HOSPITAL**:

CUSTOMER CARE ASSISTANT (GMG/AM 1) - Not Vacant

(Salary range \$1,439,455 - \$1,935,907 per annum and any applicable allowances)

Job Summary

To provide frontline service at the hospital/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 in accordance with established standards.

Qualifications and Experience:

- Four (4) *GCE/CSEC/SSC/City of Guilds* subjects at the standard acceptable grades inclusive of **English Language and Mathematics**.
- Training in Customer Service and Emotional Intelligence.

Specific Knowledge and Required Skills:

- Excellent verbal and written communication skills.
- Strong customer service and interpersonal skills.
- Ability to interact courteously and professionally with patients, visitors, and staff.
- Ability to handle difficult customers and resolve complaints calmly and appropriately.
- Ability to work effectively under pressure and manage multiple tasks.
- Knowledge of customer service principles, practices, and standards.
- Knowledge of confidentiality and proper handling of customer information.
- Ability to maintain confidentiality and exercise discretion.
- Good organizational and time management skills.
- Ability to work effectively as part of a team.

Key responsibilities will include:

- Greets and interacts with patients/relatives and visitors to the Hospital.
- Collects personal information from client and log onto the prescribed forms and systems.
- Assigns patient number to client, distribute patient services card and refer to triage nurse for the completion of vital signs.
- Remains calm and enthusiastic at all times.
- Refers to the patient by his/her name after it is asked for and given to you.
- Listens keenly and carefully to patients.
- Displays compassionate supports to all patients regardless of their situation.
- Reports serious challenges to your Supervisor in a timely manner.
- Refers patients showing signs of deteriorating health and/or excruciating pain to clinical personnel for intervention.
- Monitors waiting time of patients in assigned areas and intervene where possible.
- Communicates to the patients as to the modus operandi of the assigned area as it relates to how patients are seen.
- Keeps patients informed of possible causes of extended waiting hours as directed.
- Disseminates questionnaires to solicit feedback on the services offered.
- Influences customer service interaction by displaying and maintaining professionalism and courtesy to all.

- Communicates relevant information; provide correct and adequate responses to questions and queries and direct clients to respective service areas in the Hospital.
- Logs client complaints and refer for the appropriate resolution.
- Ensures that health insurance card holders who were seen and/or treated at the hospital are directed to the cashiers for billing.
- Identifies patients with special needs and informs Supervisor accordingly for intervention.
- Assist members of staff who need clarification on services and ensure compliance with the regulations.
- Alerts the security guards to any unusual or suspected unsafe situations that may be observed.
- Identifies problems within scope of responsibility in the shortest possible time and refer those outside of scope of responsibility to the Supervisor.
- Works with other team members to improve service reliability.

Special Conditions Associated with the Job:

- The incumbent will be required to work in a hospital environment beyond normal hours when the need arises.
- Exposure to sensitive and confidential information.
- Excessive walking and standing at times.
- Exposure to infections.

Applications along with resume should be sent as **one document** no later than **Thursday, October 1, 2026** to:

Human Resource Officer
Lionel Town Hospital
Bustamante Drive, Lionel Town, Clarendon
E-Mail: lthjobs365@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