

# Southern Regional Health Authority

**Compassion | Accountability | Respect | Efficiency**  
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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 the **BLACK RIVER HOSPITAL**:

## **SENIOR CUSTOMER CARE OFFICER (GMG/AM 4)**

**(Salary range \$2,803,711 - \$3,770,761 per annum and any applicable allowances)**

### **Job Summary:**

Under the direction of the Chief Executive Officer, the Senior Customer Care Officer will be responsible for coordinating and facilitating the value chain elements of Direct Customer Interface, Complaints Management, Service Delivery Operations, Service Awareness Creation and Service Expectation Identification.

### **Minimum Required Education and Experience:**

- Bachelor's Degree in Business Administration or Management or related field
- At least two (2) years' experience in Customer Service.
- Experience in outreach work
- Experience in hospitality and help desk environments
- Experience in conducting research and analysing information
- Strong training & facilitation skills.

### **OR**

- Associate's Degree in Business Administration or Management or related field
- At least four (4) years' experience in Customer Service.
- Experience in outreach work
- Experience with call centres and help desk environments
- Experience in conducting research and analysing information
- Strong training & facilitation skills

### **Specific Knowledge Required:**

- Knowledge of hospital care operations, systems, practices and linkages
- Knowledge of Government guidelines as it relates to procedures in health
- Excellent knowledge of customer service principles and guidelines
- Knowledge of the history, vision and goals of the organization
- Knowledge of the current trends and development in the health sector

### **Required Skills & Specialized Techniques:**

- Strong communication abilities in the oral and written formats
- Excellent customer service and problem-solving skills
- Proven time management skills
- Ability to work on own initiative
- Security conscious, flexibility and confidentiality
- Well-developed human relations and emotional intelligence skills

**Key responsibilities will include:**

**Management/Administrative Responsibilities**

- Ensures the health insurance billing process works effectively and implement effective measures for improvement.
- Implements creative ways of passing on information about health whilst patients wait for service.
- Monitors the E-triaging system and intervenes as is necessary.

**Human Resource Management Responsibilities**

- Assists in interviewing and selecting candidates for Customer Care Staff.
- Continually motivates members of his/her staff in order to ensure a high level of efficiency.
- Provides advice and guidance to customer service staff in undertaking their respective tasks.
- Coordinates and monitors the outreach work of the Customer Care Unit.

**Technical/Professional Responsibilities**

- Maximizes customer operational performance by monitoring help desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques.
- Develops, recommends and implements new systems, procedures or working practices to improve customer service efficiency.
- Assists with the development of the hospital's Mystery Shopper Programme and implements it in accordance to guidelines.
- Develops, collates and distributes Customer Service publications and articles.
- Ensures timely updates of the hospital's initiatives and highlights on the Customers' Notice Board.

**Special conditions associated with the job:**

- Maintenance of confidentiality of patient records
- Working in a hospital environment beyond normal hours when the need arises.
- Exposure to sensitive and confidential information.
- Excessive walking and standing at times.

Applications along with resume should be sent **no later than October 16, 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](mailto:brhjobs00@gmail.com)*

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

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