

## 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 in the **ST. ELIZABETH HEALTH SERVICES**:

### **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 general supervision of the Parish Administrative Officer, the incumbent operates multi-line telephone system to answer incoming calls, directs callers to appropriate personnel; receive, log and distributes incoming mail to the various department; provide information/guidance to clients/visitors.

#### **Qualification and Experience:**

- Minimum 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.

#### **Key Responsibilities:**

- Greets and interacts with patients/relatives and visitors to the Hospital/Health Centre.
- 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.
- Assists in the dissemination of questionnaires to solicit feedback on the services offered.
- 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.
- Performs other related duties as directed in accordance with guidelines of the Hospital/Health Centre.

**Specific Knowledge/Skills Required:**

- Customer service principles and guidelines
- Public health systems and practices
- Customer Charter
- MOH's Compassionate Care Programme
- Working knowledge of office procedures
- Active listening skills
- Well developed human relations skills.
- Good oral communication skills.
- Good time management skills.
- PC operating skills (spreadsheets, word processing, and/or other data base applications).

Applications along with resume should be sent no later than June 18, 2025 via email to:

**The Senior Human Resource Officer**

St. Elizabeth Health Department

1 Brigade Street

Black River, St. Elizabeth

*E-Mail* - [jobssehd@gmail.com](mailto:jobssehd@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**