

# Southern Regional Health Authority

Compassion | Accountability | Respect | Efficiency  
3 Brumalia Road, Mandeville, Manchester, Jamaica WI  
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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 **REGIONAL OFFICE**:

## **CUSTOMER CARE OFFICER**

**(GMG/AM 3 - Pay Band 5) - VACANT**

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

### **Job Purpose**

To provide frontline service at the Regional Office in accordance with established standards. This position provides a medium through which relations between internal and external clients are realized in keeping with Ministry of Health & Wellness Service Level Agreement and the Regional Office's Clients Charter.

### **Qualifications and Experience**

The ideal candidate must possess:

- 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**

#### **Core**

- Oral communication skills
- Written communication skills
- Customer & quality focus
- Initiative
- Teamwork & cooperation
- Emotional Intelligence
- Integrity/Ethics
- Accountability

#### **Technical**

- Knowledge of GOJ's Customer Service Policies & Procedures (Service Excellence Programme)
- Knowledge of MOHW's Compassionate Care Programme
- Knowledge of the MOHW's Policies & Procedures
- Knowledge of hospital care operations, systems, practices and linkages
- Knowledge of customer service principles and guidelines
- Knowledge of history, vision and goals of the organization
- Knowledge of current trends and development in the health sector
- Knowledge of SRHA Customer Service Charter
- Knowledge of PMAS
- Knowledge of the Data Protection Act
- Knowledge of social, cultural, political, geographic and economic factors impacting health

**Key responsibilities will include:**

**Technical/Professional Responsibilities**

- Acting as customer 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 customers from accessing the services in a timely manner;
- Ensuring the Front Desk system is effectively utilized and intervenes accordingly;
- Liaising with department supervisors to ensure that support services for customers are provided in an efficient and effective manner;
- Ensuring that customers with special needs are given the necessary support within established policies and sources;
- Monitoring waiting time and identifying impediments and intervening where possible;
- Assisting customers in getting appointments;
- Assisting customers with information gathering to assist with complaints and investigations;
- Collecting data on customers to facilitate workload/activity report and demand/utilization report to include: -
  - Number of customers who access service
  - Number of customers registered
  - Number of customers referred
  - Number of complaints received
- Communicating relevant information; provide correct and adequate responses to questions and queries and directing clients to respective service areas in the Regional Office or other facilities in the region;
- 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 customers/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 customers 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 Regional Office;
- Assisting in analyzing and solving problems within scope of responsibility in the shortest possible time and referring 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.
- Assisting the Customer Service Assistant in managing the front desk at the Regional Office.
- Ensuring there is coverage at the Front Desk at all times.
- Assisting the respective departments/Directors at the Regional Office with entrance into the GOJ Service Excellence Awards.
- Performing other related duties as directed in accordance with guidelines of the Regional Office.

Applications along with resume should be sent no later than **Wednesday, March 11, 2026** to:

**Director, Human Resource Management & Development  
Southern Regional Health Authority  
3 Brumalia Road  
Mandeville.**

E-Mail - [jobs@srha.gov.jm](mailto:jobs@srha.gov.jm)

**\*\*PLEASE INDICATE IN THE 'SUBJECT LINE' THE POSITION FOR WHICH YOU  
ARE APPLYING\*\***

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