

Southern Regional Health Authority

Compassion | Accountability | Respect | Efficiency
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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 SERVICE MONITORING & EVALUATION OFFICER

(GMG/AM 4 - Pay Band 6) - VACANT

(Salary range \$2,803,771 - \$3,770,761 per annum and any allowance(s) attached to the post)

Job Purpose

Under the direct supervision of the Manager, Customer Service, the Customer Service Monitoring & Evaluation Officer, is responsible for the coordination and implementation of the RHA's Customer Service Monitoring & Evaluation Programme. Primarily, the Customer Service M&E Officer will be responsible for monitoring and evaluating the value chain elements of: Service & Operational Planning, Service Awareness, Service Delivery Operations as well as general Customer Service Satisfaction under the Complaint Management System, Service Excellence and Compassionate Care Programmes. The Customer Service M&E Officer is also responsible for providing support and assistance in the collection and analysis of data and the preparation of relevant reports for monitoring and evaluation of the Customer Service Programme.

Qualifications and Experience

The ideal candidate must possess:

- ASc. Degree in Management Studies or Public Administration or related subject;
- At least three 3 years of experience in supporting data collection and analysis and/or work in a research environment;
- Familiarity with using databases;
- Familiarity with statistical tools is an asset.

Required Knowledge, Skills & Competencies

Core

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

Technical

- Data Analysis
- Report Writing skills
- Research Methods
- Proficiency in relevant software applications
- Developing standards
- Knowledge of GOJ's Service Excellence Programme
- Knowledge of MOHW's Compassionate Care Programme
- Knowledge of the SRHA's Policies & Procedures
- Knowledge of the SRHA's Citizens' Charter
- Knowledge of the Complaints Management System
- Knowledge of GOJ's Customer Service Policy
- Knowledge of ISO on Quality Management Systems

- In-depth knowledge of the MOHW's no user fee policy
- Knowledge of Business Process Re-engineering
- Knowledge of the Data Protection Act
- Knowledge of social, cultural, political, geographic and economic factors impacting health
- Knowledge of Customer Service principles and guidelines

Key responsibilities will include:

Technical/Professional Responsibilities

- Developing and implementing the Customer Service Evaluation Programme in collaboration with the Manager, Customer Service of the SRHA;
- Monitoring and evaluating overall progress on achievement of results based on the Customer Service Balanced Scorecard;
- Collecting data, analysing and reporting on feedback from the SRHA's Mystery Shopper Programme;
- Conducting evaluation of the Customer Service Training/Sensitization Sessions in collaboration with the Human Resource Management & Development Unit;
- Creating and utilizing a mix of feedback strategies to collect data on departmental services, the library services, website, and YouTube, inclusive of the use of surveys, and focus group discussions;
- Conducting evaluation of the quality of service offerings of the SRHA and its outstations;
- Evaluating internal Help Desk Services of the SRHA;
- In conjunction with the Manager, Customer Service, developing and executing internal and external Customer Service Surveys to determine customer satisfaction and analyze and report on findings on a regular basis;
- Recommending strategies to the Manager, Customer Service for improving efficiency and effectiveness by identifying bottlenecks to minimize or eliminate such bottlenecks;
- Supporting the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- Preparing and submitting Research Papers on Customer Service Programmes;
- Assisting the Senior Customer Service Officers to collect data, analyze and report on feedback from the SRHA's Mystery Shopper Programme;
- Liaising with the ICT Unit for the creation and implementation of a Customer Service M & E Database;
- Updating the Customer Service M&E database with relevant data as new information becomes available
- Collating reports to support the Manager, Customer Service with the preparation of the Customer Service M&E reports on a monthly, quarterly, half-yearly and annual basis;
- Supporting the Manager, Customer Service with the printing, binding and distribution of relevant tools to assist with the collection of data;
- Providing support to the Manager, Customer Service with the development and execution of relevant customer service research;
- Assisting with the set-up and logistics of focus groups meetings, gatherings and other sessions to garner feedback from relevant customers;
- Assisting the Manager, Customer Service with the various aspects of the Complaints Management System;
- Assisting the Manager, Customer Service with entrance into the GOJ's Service Excellence Awards;

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

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

NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED