

Southern Regional Health Authority

Compassion | Accountability | Respect | Efficiency
3 Brumalia Road, Mandeville, Manchester, Jamaica WI
Tel: (876) 625-0612-3 / 962-9491 / 962-8232
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 in the **REGIONAL OFFICE**:

MANAGER, CUSTOMER SERVICE (GMG/SEG 2 - Pay Band 8) - VACANT

(Salary range \$4,266,270 - \$5,737,658 per annum and any allowance(s) attached to the post)

Job Purpose

Under the general supervision of the Senior Director, Corporate Services, the Manager, Customer Service is responsible for the leadership coordination and management of the SRHA's Service Excellence and Compassionate Care Programmes. Specifically, the Manager is responsible for the development, implementation and monitoring, of the unit's policies, standards, programmes and projects, including patient complaints management, patient assessment and collection of user fees and client safety to improve the customer experience in the Southern Regional Health Authority.

Qualifications and Experience

The ideal candidate must possess:

- Bachelor's Degree in Health Service Management, Business Administration or Management or a related field;
- At least five (5) years of experience in Customer Service Management;
- Experience with call centres and help desk environments would be an asset;
- Certification/experience in Public Relations would be an asset.

Required Knowledge, Skills & Competencies

Core

- Oral communication Skills
- Written Communication Skills
- People Management Skills
- Interpersonal Skills
- Customer & Quality Focus
- Planning & Organizing
- Problem Solving & Decision making
- Managing the client interface

Technical

- Data Analysis
- Report Writing skills
- Research Methods
- Proficiency in relevant software applications
- Developing standards
- Knowledge of GOJ's Service Excellence Policy
- Knowledge 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 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:

Management/Administrative

- Developing the SRHA's Customer Service Annual Operational Plans to be incorporated within the SRHA's Strategic & Operational Plans;
- Developing the Annual Budget and managing expenditures within budget ceilings;
- Developing and submitting the Monthly, Quarterly, Half-Yearly and Annual Reports for relevant internal and external stakeholders of the SRHA;
- Developing and implementing relevant policies and procedures towards the achievement of the Unit's objectives;
- Representing the SRHA at meetings, seminars, workshops, conferences and other for a;
- Liaising with the Client Affairs Research and Resolution (CARR) Branch, Enabling Environment in Health and Client Services Division (EEHCSD), MOHW and other entity, public or private, involved in the planning, development and implementation of Customer Service initiatives;
- Convening quarterly meetings of the Customer Service Team and preparing relevant minutes and reports;
- Sitting on the Hospitals' Quality Improvement committees and Regional Complaints Review Panel.

Technical/Professional

- Meeting customer service objectives by integrating customer service information and recommendations to strategic plans and reviews; preparing and completing action plans; implementing productivity, quality, and customer-service standards; resolving problems; completing audits; identifying customer service trends; determining system improvements; implementing change;
- Maximizing customer operational performance by providing help desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques;
- Visiting the various facilities to monitor and identify gaps in the delivery of service; reporting on the challenges identified and recommends solutions;
- Improving customer service quality results by reviewing, evaluating, and re-designing business processes; establishing and communicating service metrics; implementing changes;
- Developing, implementing, recommending and maintaining customer service policies, procedures, and guidelines for the Region;
- Developing and implementing service levels standards focused on response times and issue resolution;
- Developing and implementing customer service strategies and specific objectives;
- Facilitating customer service financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analysing variances; initiating corrective actions;
- Periodically facilitating employees' training and development in Customer Service across the Authority;
- Reviewing and documenting business processes aligned to the key services of the Authority and its portfolio agencies and departments;
- Developing, implementing the Customer Service Improvement Plan;
- Developing and monitoring the Customer Service Balanced Scorecard;
- Leading the Customer Service Monitoring & Evaluation Team;
- Determining customer service requirements by maintaining contact with customers; visiting operational environments; conducting surveys; forming focus groups; benchmarking best practices; analyzing information and applications;
- Directing the promotion and awareness of the customers to the RHA's products and services;
- Supporting the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers;
- In collaboration with the Corporate Communications & Public Relations Officer, conducting relevant campaigns, expositions to increase awareness and promotion of the goods and services of the SRHA and its agencies/departments;

- Developing and implementing quality standards that are geared toward service excellence;
- Supporting the certification of ENTITY in ISO 9001:2015;
- Accomplishing quality assurance objectives by monitoring, reviewing, and enforcing policies and procedures;
- Developing quality assurance plans by conducting quality analyses, monitoring procedures and deliverables;
- Facilitating the management of the provision of quality services, reflecting the Regional Authority's core values;
- In consultation with the Heads of Departments, identifying and setting appropriate quality standards and parameters for discussion with the Senior Director, Corporate Services prior to implementation;
- In consultation with the Regional Director and Heads of Departments, identifying and setting appropriate quality standards and parameters for service delivery for the Authority;
- Communicating established quality standards and parameters to the respective units;
- Identifying and analyzing issues that affect quality standards and develops solutions to the issues;
- Ensuring compliance with the government's and the organization's policies, procedures, guidelines; regulations and acts;
- Reviewing processes and operations to ensure that they are in keeping with established quality standard requirements;
- Submitting monthly, quarterly and annual reports to Senior Director, Corporate Services relating to performance indicators set out in the CMS, Operational Plan, Service Level Agreements and the department's objectives.

Complaints Handling

- Leading the implementation of the Region's Complaints Management System in keeping the established procedure by ensuring that all the critical elements of the system are implemented and maintained;
- In conjunction with the Regional IPC, QA & ML Coordinator, guiding and directing the process for complaints escalated to the Regional Office and the MOHW;
- Developing and implementing standard operating procedures for the recording of all complaints received within all the facilities in the Region;
- Ensuring that all complaints received are managed in accordance with the complaints handling guidelines;
- Ensuring the necessary mechanisms are in place for the lodging of complaints such as suggestion box, contact numbers/emails, forms;
- Ensuring that all Complaints Handling Officers in the Region are properly trained in handling complaints;
- Ensuring that the complaints data are properly organized and are accessible upon request;
- Responding to audit queries reported by the Client Affairs Research and Resolution (CARR) Branch, Enabling Environment in Health and Client Services Division (EEHCSD), MOHW;
- Coordinating the formation and training of the Regional Complaints Review Panel to manage complaints escalated to the Region;
- Establishing and maintaining contact with Professional Councils (Pharmacy Council, Medical Council, Nursing Council, Council for Professions Supplementary to Medicine, Dental Council, etc.) whose members may be involved or implicated by the complainant;
- Facilitating meetings between clients and the health team to discuss findings of the investigation;
- Identifying, containing and managing risk including procedures and practices that can have a negative impact on liability exposures;
- Disseminating clear and accurate information to clients regarding products and services offered by the facility including the CMS;
- Ensuring that commendations are forwarded to respective HODs to facilitate recognition of staff.

Human Resource Management

- Coordinating and monitoring the work of the Customer Service Units;
- Monitoring and evaluating the performance of direct reports; prepares performance appraisal reports and recommends and/or attains established personal and/or regional goals;

- Providing leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching;
- Participating in the recruitment of staff for the Unit and recommends transfer, promotion, termination and leave in accordance with established human resource policies and procedures;
- Ensuring the welfare and development needs of staff in the Branch are clearly identified and addressed;
- Establishing and maintaining a system that fosters a culture of teamwork, employee empowerment, and commitment to the Branch's and region's goals;
- Assisting the HRM & D Unit with the onboarding of new staff in relation to the relevant aspects of customer service;
- Maintaining and monitoring Attendance Reports for all relevant members of staff;
- Performing other related duties that may be assigned from time to time.

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