



Southern Regional Health Authority

PERCY JUNOR HOSPITAL

Compassion | Accountability | Respect | Efficiency

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 at **PERCY JUNOR HOSPITAL**:

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:

Operates multi-line telephone system (My Unified Communication Solution) to answer incoming calls, directs callers to appropriate personnel or department; provide information/guidance to clients/visitors.

Qualifications and Experience:

- Four (4) subjects at CXC/GCE O' Level inclusive of English Language and Mathematics.
- Training in switchboard operating techniques.
- Training in Customer Service.

Required Knowledge, Skills & Competencies

- Excellent interpersonal and customer service skills
- Good hearing and listening skills
- Patient and possesses a pleasing personality
- Well-developed human relations skills
- Good knowledge of telephone procedures
- Good knowledge of mission, roles, responsibilities of the organization and services offered
- Knowledge of reference materials and telephone files

Key responsibilities will include:

- Receives incoming telephone calls, determines purpose of calls, and forward calls to appropriate personnel or department.
- Acts as one of the official points of contact for the organization and is responsible for creating in the caller a favourable impression of the organization.
- Places outgoing calls; maintains records of long-distance calls and the time and charges incurred.

- Welcomes and greets persons entering the establishment, determines nature and purpose of visit and directs them to specific destinations/individuals.
- Answers questions about the organization and provides callers with address, directions, and other information.
- Provides information about the hospital, such as location of services offered and/or employees within the organization.
- Maintains constant surveillance over switchboard equipment.
- Provides alternative routing for calls that must go through.
- Provides telephone information including but not limited to, telephone number, extensions and locations of individuals and organizations.

*Applications along with resume should be sent no later than **JULY 3, 2025** to:*

**Assistant Human Resource
Officer
Percy Junor Hospital
Spalding P.O.,
Clarendon**

E-Mail - percyjunorjobs@gmail.com

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

**PLEASE INDICATE IN THE 'SUBJECT LINE' OF YOUR EMAIL THE NAME OF THE
POSITION FOR WHICH YOU ARE APPLYING FOR****

NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED.