



Southern Regional Health Authority

Compassion | Accountability | Respect | Efficiency
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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 the **May Pen Hospital**:

CUSTOMER CARE ASSISTANT (GMG/AM 1)

(Salary range \$1,439,455- \$1,935,907 per annum and any applicable allowances attached to the post.)

Job Summary:

The Customer Care Assistant is responsible for providing frontline service at the hospital/health center in accordance with established standards. The incumbent will provide a medium through which relations between internal and external clients are realized in keeping with service level agreement and the Government of Jamaica Citizens Charter. The incumbent is also responsible for collecting and providing client related information and providing direct assistance to clients in accordance with established standards.

Qualification and Experience:

- 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.

Specific Knowledge/Required Skills/Competencies:

- Knowledge of GOJ Customer Service Policies & Procedures (Service Excellence Policy)
- Sound knowledge of Customer service principles and guidelines
- Sound knowledge of Public hospital systems and practices
- Knowledge of the SRHA Customer Service Charter
- Working knowledge of the Data Protection Act
- Strong interpersonal and communication skills
- Good teamwork and cooperation skills.

Key Responsibilities includes:

- 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.

Special Conditions Associated with the Job:

- The incumbent will be required to work in a hospital environment beyond normal hours when the need arises.
- Exposure to sensitive and confidential information.
- Excessive walking and standing at times.
- Exposure to infections.

Applications along with resume should be sent **no later than Tuesday, February 24, 2026** to:

Senior Human Resource Officer
May Pen Hospital
Muirhead Avenue, Clarendon, Jamaica
E-Mail – jobs.mphhr@gmail.com

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

***PLEASE INDICATE THE NAME OF THE POSITION YOU ARE APPLYING FOR IN THE
“SUBJECT LINE” OF YOUR EMAIL.***

NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED