

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 at the **Mandeville Regional Hospital**:

SENIOR CUSTOMER CARE OFFICER (GMG/AM 4) Vacant

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

Job Summary:

Under the direction of the Chief Executive Officer, the Senior Customer Care Officer will be responsible for coordinating and facilitating the value chain elements of Direct Customer Interface, Complaints Management, Service Delivery Operations, Service Awareness Creation and Service Expectation Identification.

Qualifications and Experience:

- Bachelor's Degree in Business Administration or Management or related field
- At least two (2) years' experience in Customer Service.
- Experience in outreach work
- Experience in hospitality and help desk environments
- Experience in conducting research and analysing information
- Strong training & facilitation skills.

OR

- Associate's Degree in Business Administration or Management or related field
- At least four (4) years' experience in Customer Service.
- Experience in outreach work
- Experience with call centres and help desk environments

Required Knowledge, Skills & Competencies:

- Excellent interpersonal and customer service skills
- Excellent knowledge of GOJ Customer Service Policies & Procedures (Service Excellence Policy)
- Excellent knowledge of MOH's Compassionate Care Programme
- Knowledge of the Ministry of Health & Wellness Policies & Procedures
- Excellent knowledge of the Hospital care operations, systems, practices and linkages
- Excellent knowledge of the Customer service principles and guidelines
- Knowledge of current trends and development in the health sector
- Excellent Knowledge of the SRHA Customer Service Charter
- Ability to Managing Internal & External Relationships
- Excellent Teamwork & Cooperation skills
- Must be Customer Focus & Quality Focused

- Excellent People Management skills
- Excellent Problem Solving and Decision-making skills

Key responsibilities will include:

- Acting as patient advocate.
- Continually motivating members of his/her staff in order to ensure a high level of efficiency.
- Coordinating and monitoring the outreach work of the Customer Care Unit.
- Monitoring and evaluating the performance of direct reports, preparing performance appraisal and recommending and/or attaining established personal and/or organizational goals.
- Providing leadership and guidance to direct reports through effective planning, delegation, communicating, training, mentoring and coaching.
- Establishing and maintaining a system that fosters a culture of teamwork, employee empowerment and commitment to the Unit's goals.
- Maximizing customer operational performance by monitoring help desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques.
- Developing, recommending and implementing new systems, procedures or working practices to improve customer service efficiency.
- Developing, collating and distributing Customer Service publications and articles.
- Monitoring the Complaints Management System to resolve customer complaints promptly.
- Monitoring service level standards focused on response times and issue resolution.
- Conducting and/or facilitating Customer Service Training & sensitization sessions.

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 June 03, 2026** to:

Senior Human Resource Officer
Mandeville Regional Hospital
32 Hargreaves Avenue
Mandeville P.O., Manchester
FAX (876) 625-8493
E-Mail - jobsmrh@gmail.com

NB. ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED.

****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**