

# Southern Regional Health Authority

**Compassion | Accountability | Respect | Efficiency**  
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**Website:** [www.srha.gov.jm](http://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**:

## **SENIOR CUSTOMER CARE OFFICER (GMG/AM 4)** **(Salary range \$2,803,771- \$3,770,761 per annum and any applicable allowances)**

### **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.

### **Qualification 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.
- Experience in conducting research and analyzing information
- Strong training & facilitation skills.

### **Specific Knowledge/Required Skills/Competencies:**

- Knowledge of GOJ Customer Service Policies & Procedures (Service Excellence Policy)
- Knowledge of MOH's Compassionate Care Programme
- Knowledge of Ministry of Health & Wellness Policies & Procedures
- Sound knowledge of hospital care operations, systems, practices and linkages
- Sound knowledge of Customer service principles and guidelines
- Sound knowledge of current trends and development in the health sector
- Knowledge of the SRHA Customer Service Charter
- Sound knowledge of the Data Protection Act
- Sound knowledge of social, cultural, political, geographic and economic factors impacting health.
- Sound knowledge of management principles and practices

### **Key Responsibilities includes:**

#### ***1. Management/Administrative:***

- Develops and implements effective procedures for the investigation of verbal complaints from patients and or their relatives.
- Plays a key role in developing, implementing and monitoring a quality assurance programme for the hospital as it relates to customer service.
- Participates in national and regional professional activities which relate to the delivery of health care services.
- Assists in preparing, testing and reviewing mass casualty and disaster preparedness plans for the hospitals.
- Provides and maintains an effective customer service programme.
- Ensures the health insurance billing process works effectively and implement effective measures for improvement.
- Implements creative ways of passing on information about health whilst patients wait for service.
- Monitors the E-triaging system and intervenes as is necessary.
- Analyzes and solves problems within scope of responsibility in the shortest possible time and refer those outside of scope of responsibility to the relevant managers.
- Develops and maintains action plans for improving customer service interactions that will facilitate a positive image of the Hospital.

- Liaises with section heads to ensure that support services for patients are provided in an efficient and effective manner.
- Responds promptly to complaints which affect patient care and taking necessary actions to resolve such cases; and refer complex cases to the Operations Manager.
- Analyzes customer service surveys and provides the necessary recommendations.
- Ensures that the Patients Appointments System and Clinic schedules functions efficiently.
- Analyzes data on clients to facilitate workload/activity report and demand/utilization.
- Initiates and oversees special investigations into problem areas.
- Compiles reports (monthly) on customer service relating to template provided.
- Consults with the Chief Executive Officer to determine whether further investigation and information is required in disputed cases involving patients/relatives and staff; as well as cases of serious breaches affecting the patient care functions.

**2. *Human Resource Management:***

- Assists in interviewing and selecting candidates for Customer Care Staff.
- Provides advice and guidance to customer service staff in undertaking their respective tasks.
- Coordinates and monitors the outreach work of the Customer Care Unit.
- Monitors and evaluates the performance of direct reports, prepares performance appraisal and recommend and/or attaining established personal and/or organizational goals.

**3. *Technical/Professional:***

- Maximizes customer operational performance by monitoring help desk resources and technical advice; resolving problems; disseminating advisories, warnings, and new techniques.
- Develops, recommends and implements new systems, procedures or working practices to improve customer service efficiency.
- Assists with the development of the hospital's Mystery Shopper Programme and implements it in accordance to guidelines.
- Develops, collates and distributes Customer Service publications and articles.
- Monitors the Complaints Management System to resolve customer complaints promptly.
- Monitors service level standards focused on response times and issue resolution.
- Conducts and/or facilitate Customer Service Training & sensitization (Head Office, Outstations, Departments and Agencies).
- Supports determination of customer service requirements by maintaining contact with customers; visiting operational environments; forming focus groups; analysing information and applications.
- Supports promotion and awareness of the customers to the hospital's products and services.
- In collaboration with the Corporate Communication & Public Relations Unit of the Regional Office, conduct relevant campaigns, expositions to increased awareness and promotion of the services of the hospital.

**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 Friday, September 19, 2025** to:

Senior Human Resource Officer  
May Pen Hospital  
Muirhead Avenue, Clarendon, Jamaica  
E-Mail – [jobs.mphhr@gmail.com](mailto: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**