



NORTH-EAST REGIONAL HEALTH AUTHORITY CUSTOMER CARE OFFICER (GMG/AM 3)

The **North-East Regional Health Authority**, a statutory body under the Ministry of Health & Wellness with responsibility for the management and delivery of health care and public health services within the parishes of St. Ann, St. Mary and Portland, is seeking **dynamic, proactive and forward-thinking** individuals to fill the position of **Customer Care Officer (GMG/AM 3)** at the **Port Antonio Hospital**.

Summary:

Reporting to the Senior Customer Care Officer, the incumbent is responsible to assist the general public in all aspects of their interaction with the Organization with the objective of achieving the mandate of the organization. The incumbent will also manage customer inquiries, complaints and interact with customers to provide and process information.

Qualifications & Experience:

- Diploma in Management Studies, Public Administration, Personnel Management, Business Administration
- At least two (2) years in Customer Service or performing related functions

Specific Knowledge Required:

- Knowledge of the MDA's Policies & Procedures
- Knowledge of GOJ Customer Service Policies & Procedures Switch Board Operating Skills
- Proficiency in relevant Software Applications
- Good oral and written communication skills
- Strong customer service orientation

Key responsibilities will include but are not limited to:

- Maintains portfolio and be knowledgeable of the organization products and services
- Maintains portfolio of the business processes of all services of the organization
- Maintains database on key customers of the organization and tracks customers interface with the organization
- Recommends new systems, procedures or working practices to improve customer service efficiency
- Assist with customer enquiries or complaints by phone, email or direct interaction
- Maintains a log of customer complaints and queries
- Collates information and prepares monthly/quarterly and annual reports

REMUNERATION PACKAGE PER ANNUM:

Salary Scale: \$2,190,302 – \$2,945,712 per annum

Applications along with detailed resume should be sent no later than **Wednesday, 2024 November 27** to:

**The Director,
Human Resource Management & Development
North-East Regional Health Authority
34-38 Ocean Village Shopping Centre, Ocho Rios
St. Ann
E-mail: jobs@nerha.gov.jm or Fax: (876) 795-2747**

WE THANK ALL APPLICANTS FOR RESPONDING, HOWEVER, ONLY SHORT-LISTED APPLICANTS WILL BE ACKNOWLEDGED.