



CORNWALL REGIONAL HOSPITAL

VACANCY



Applications are invited from suitably qualified persons for the position of:

CUSTOMER CARE OFFICER - COMMUNICATIONS (GMG/AM 3) *(Salary Scale \$2,190,302.00 - \$2,945,712.00 per annum)*

The Cornwall Regional Hospital, under the Western Regional Health Authority, requires the services of a **Customer Care Officer - Communications (GMG/AM 3)** for the above location. Reporting to the Senior Customer Care Officer, the incumbent will be responsible for overseeing daily operations of the hospital's communications unit, ensuring efficient call handling and high service standards. Also, supervise staff, supports training, manage communications across stakeholders and handles administrative tasks including reports, rosters, and operational planning.

The core responsibilities of the successful candidate will include:

CORE RESPONSIBILITIES

- ✚ Lead and coordinate daily operations of the hospital's communication department to ensure timely, accurate, and professional call handling
- ✚ Drafts and sends emails to be sent to the entire organization about issues with the telecommunication system as directed by the supervisor
- ✚ Supervise and support telephone operators, manage high call volumes, and ensure all emergency and priority calls are handled efficiently
- ✚ Support training, enforce service standards, and contribute to continuous improvement in customer service delivery
- ✚ Maintain clear communication between departments, patients, and external stakeholders
- ✚ Prepares and submits monthly shift roster for the Unit to the Manager for approval
- ✚ Create report, budget and Operation Plan and any other relevant documentation for the Unit for approval by the Manager

SPECIAL CONDITIONS ASSOCIATE WITH THE JOB

- ✚ May be required to work beyond normal working hours, weekends, public holidays, and on shift
- ✚ Will be exposed to traumatic situations or sensitive situations
- ✚ Will be required to stand/walk for extended periods

QUALIFICATION & EXPERIENCE

- ✦ Associate Degree in Social Work/Business Admin/Management Studies/ Psychology or its equivalent
- ✦ At least two (2) years of experience in Customer Service or a similar capacity
- ✦ Experience in a call centre environment would be an asset
- ✦ Advanced training in Customer Service and Emotional Intelligence would be an asset
- ✦ Certification in Customer Service would be an asset
- ✦ The ability to speak a basic foreign language would be an asset
- ✦ A minimum of two (2) years of experience working in a similar capacity

SKILLS/COMPETENCIES

- ✦ Excellent written, oral and listening communication skills
- ✦ Excellent time management skills
- ✦ Good leadership and interpersonal skills
- ✦ Clearly and fluently expresses oneself
- ✦ Excellent customer service and interpersonal skills
- ✦ Good decision-making skills
- ✦ Comfortably interact with individuals of all professional levels
- ✦ Must be respectful, demonstrate sound work ethics and be flexible

Applications along with a detailed resume should be sent no later than **MAY 8, 2026** to:

Manager, Human Resource Management and Development
Cornwall Regional Hospital
P.O. Box 900
Mt. Salem
Montego Bay, St. James
Email: crhjobs@wrha.gov.jm

NB: ONLY SHORTLISTED APPLICATIONS WILL BE ACKNOWLEDGED