



WESTERN CHILD AND ADOLESCENT HOSPITAL CAREER OPPORTUNITY - ADVERTISEMENT

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

SENIOR CUSTOMER CARE OFFICER (GMG/AM 4)

One (1) Position

(Salary Scale \$2,803,771 - \$3,770,761 Per annum)

The **Western Child and Adolescent Hospital**, under the Western Regional Health Authority (a Statutory Body under the Ministry of Health & Wellness) is currently seeking to employ one (1) **Senior Customer Care Officer (GMG/AM 4)**. Reporting to the Deputy Chief Executive Officer, the Senior Customer Care Officer is responsible for the direction and leadership of the Customer Service Department, which encompasses general customer service, patient assessment and telecommunication. The incumbent is also responsible for ensuring that all policies, procedures and standards, such as the Citizens' Charter, Complaints Management System and the service excellence standard, are enforced and maintained.

RESPONSIBILITIES:

Administrative

- Prepares and submits the Department's Annual Operational/Unit Plan and Monthly, Quarterly, Half-Yearly and Annual Reports.
- Prepares and submits individual work plans and facilitates preparation and submission of direct report individual work plans.
- Convenes monthly meetings with the Customer Service Team and prepares relevant minutes and/or reports.

Technical Responsibilities

➤ **Leadership:**

- Implements relevant policies and procedures developed by the Regional Department geared towards the achievement of the customer service objectives.
- Implements Customer Service strategies and objectives specific to the facilities, but are in line with the overall objectives of the Region.
- Liaises with the Regional Customer Service Department as it relates to the planning, development and implementation of Customer Service initiatives.
- Ensures that the hospital's daily customer service objectives are met by enforcing and maintaining established customer service policies, procedures and standards;
- Ensures and/or prepares and circulates the monthly shift roster for the respective divisions;
- Monitor and identify gaps in the delivery of service; reports on the challenges identified and recommends solutions and/or resolves issues.
- Keeps all staff informed and updated with respect to changes in customer service policies, procedures, and guidelines.
- Ensures that service level standards developed are implemented to focus on response times and issue resolution, achieving the desired results.
- Develops and ensures the promotion and awareness of patient-centred care in hospital/health department's services.
- Enforces quality standards that have been developed and implemented that are geared toward service excellence by ensuring that the minimum standards are met.
- Supports hospital's certification in ISO 9001:2015.
- Accomplishes services standards objectives by monitoring, reviewing, and enforcing policies and procedures.
- Facilitates the management of the provision of quality services, reflecting the Regional Authority's core values.
- Identifies and analyzes issues that affect quality service and develops solutions to the issues.

- Reviews processes and operations to ensure that they are in keeping with established service standard requirements.
- Submits monthly, quarterly and annual reports to the Deputy Chief Executive Officer and or the Regional Unit relating to performance indicators set and the department's objectives.

➤ ***Complaints Handling***

- Coordinates with the Regional Unit on the implementation of the Complaints Management System, in keeping with the established procedure by ensuring that all the critical elements of the system are implemented and maintained.
- Ensures standard operating procedures developed for the recording of complaints are utilized.
- Ensures complaints received are managed in accordance with the complaints handling guidelines.
- Ensures the necessary mechanisms are in place for the lodging of complaints.
- Ensures that the Complaints Handling Officers are properly trained in handling complaints.
- Ensures that the hospital's complaint data are properly maintained and accessible upon request.
- Responds to audit queries reported by the Regional Unit or the Investigation and Enforcement branch (MOHW).
- Facilitates meetings between clients and the health team to discuss findings of the investigation.

➤ ***Patient Assessment and Collection of User Fees:***

- Ensures that standard processes for the assessment of patients and collection of user fees from both local and international clients are adhered to.
- Ensures that equipment such as card machines, health insurance systems, and computers are procured and installed to facilitate the efficiency of the process.
- Ensures that patient assessments are conducted in accordance with the established Revenue Cycle Management Process.
- Facilitates internal and external audits for the collection of user fees in the hospitals.
- Ensures that control systems are developed and implemented for the collection of user fees, which are enforced and adhered to.
- Monitors reconciliation of all health transactions processed.
- Reviews reports prepared and ensures that the standard reporting formats are being used.
- Maintains relationships with the respective insurance companies both locally and internationally to facilitate ease of communication and processing of claims.

➤ ***Compassionate Care***

- In keeping with the Region's Compassionate Care objectives, and in collaboration with the relevant HODs, ensure:
 - The physical infrastructure of the spaces used by employees and patients, is clean, safe, properly maintained and conducive.
 - Patients and staff interaction spaces are properly designed to facilitate private and one-on-one conversation.
 - Patients' right to privacy is maintained and handled properly and with confidentiality.
 - Standard operating procedures/processes are adhered to ensure smooth operations in the facility.
 - Safety standards are maintained at all times, and corrective actions are taken to remedy any breaches identified.
 - Coordinates with the Medical Social Service Unit to ensure that patient social needs are met.

➤ ***Telecommunication***

- Reviews and approves the monthly shift roster for the department.
- Leads the communication with the ICT department with respect to downlines or faulty equipment to ensure speedy resolution and escalation where necessary.
- Ensures that established protocols and procedures such as mass causality protocols, overhead paging and updating of the Telephone Register are adhered to.
- Organizes and ensures that new hires are properly trained in the operation of the switchboard and functions and policies and procedures of the department.
- Investigates and resolves complaints regarding telephone services;

Human Resource:

- Provides leadership and guidance to direct reports through effective planning, delegation, communication, training, mentoring and coaching

- Monitors and evaluates the performance of direct reports and prepares performance review reports
- Participates in the recruitment of staff for the Unit and recommends transfer, promotion, termination and leave in accordance with established human resource policies and procedures.
- Ensures the welfare and development needs of staff in the Unit are clearly identified and addressed.
- Establishes and maintains a system that fosters a culture of teamwork, employee empowerment, and commitment to the Branch's and region's goals.
- Maintains, monitors and submits Attendance Reports for the Department.
- Performs other related duties that may be assigned from time to time

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB:

- Excellent Customer Service skills.
- Excellent report writing techniques.
- Excellent interpersonal skills & high level of emotional intelligence.
- Good written and oral communication skills.
- Working knowledge of GOJ health sector policies and procedures.
- Working knowledge of GOJ Customer Service Policies & Procedures.
- May be exposed to highly sensitive information and traumatic situations;
- Ability to handle customer enquiries in a polite and professional manner.
- Hands-on experience with computer applications including Microsoft Word and Excel.

QUALIFICATION & EXPERIENCE:

- Bachelor's Degree in Public Health Administration/Management Studies, Business Administration, Social Work or a related field
- At least three (3) years of experience in Customer Service or a similar capacity.
- Advanced training in Customer Service and Emotional Intelligence would be an asset
- Certification/experience in Supervisory Management would be an asset.

SPECIFIC SKILLS/KNOWLEDGE REQUIRED:

Application letter along with a detailed resume should be sent no later than

September 21, 2026 to:

**Manager, Human Resource Management and Development
Cornwall Regional Hospital**

P.O. Box 900

Mt. Salem

Montego Bay, St. James

Email: wcahjobs@wrha.gov.jm

ONLY SHORTLISTED APPLICATIONS WILL BE CONTACTED