



SOUTH EAST REGIONAL HEALTH AUTHORITY

ST. CAT HERINE HEALTH SERVICES

SPANISH TOWN HOSPITAL

JOB DESCRIPTION AND SPECIFICATION

JOB TITLE:	Senior Customer Care Officer
JOB GRADE:	GMG/AM 4
POST NUMBER:	
UNIT:	Customer Care Unit- Spanish Town Hospital
REPORTS TO:	Coordinator, Customer Care
MANAGES:	Customer Care Officers (GMG/AM 3) Customer Care Assistants (GMG/AM 1)

This document is validated as an accurate and true description of the job as signified below:

Employee

Date

Head of Department/Division

Date

Date revised in Human Resource Division

Date

1. JOB PURPOSE

Under the direction of the Coordinator Customer Care (**GMG/SEG1**) the Senior Customer Care Officer (**GMG/AM 4**), is responsible for:-

- Assisting with the coordination and implementation of the Hospital's MDA's Customer Service Programme;
- Assisting with the coordinating and facilitating the value chain elements of: Service Expectation Identification, Service Awareness Creation, Direct Customer Interface, Complaints Management and Service Delivery Operations.

2. KEY OUTPUTS

- ✚ Customer Service Awareness & Promotion Programmes developed and implemented
- ✚ Outreach Programmes developed and implemented
- ✚ Customer Service articles and publications developed and distributed
- ✚ Customer Service Training & Sensitization Programme implemented
- ✚ Help Desks Services monitored and reports submitted
- ✚ Complaints Management System implemented
- ✚ Work plans developed and submitted
- ✚ Staff evaluated and monitored

3. KEY PERFORMANCE STANDARDS

- ✚ Implementation Reports on Customer Service Awareness & Promotion Programme submitted within stipulated timelines
- ✚ Progress Reports on Outreach Programme submitted within agreed timeline
- ✚ Reports on updates to the Customer Service Database submitted within stipulated timelines
- ✚ Customer Service Training & Sensitization Plans submitted within stipulated timelines
- ✚ Implementation Reports on Customer Service Training/Sensitization submitted within stipulated timelines
- ✚ Progress Report on distribution of Customer Service publications and articles submitted within stipulated timelines
- ✚ Monthly, Quarterly, Half-Yearly and Annual Customer Service Reports submitted within stipulated timelines.

KEY RESPONSIBILITIES

Management/Administrative Responsibilities

- ✦ Assists to develop the Unit's Annual Operational Plans to be incorporated within the Branch's Operational Plan.
- ✦ Assists to develop the Unit's Annual Budget and manages expenditure within budget ceilings
- ✦ Represents the Division at meetings, seminars, workshops, conferences and other fora.
- ✦ Liaises with the Cabinet Office and any other entity, public or private, involved in the planning, development and implementation of Customer Service initiatives
- ✦ Participates in quarterly meetings of the Customer Service Team and prepares relevant minutes and reports

Human Resource Management Responsibilities

- ✦ Assist with Coordinating and monitoring the outreach work of the Branch.
- ✦ Participates in the recruitment of staff for the Unit
- ✦ 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 Unit's and branch's goals.
- ✦ Maintains, monitors Attendance Reports for all relevant members of staff

Technical/Professional Responsibilities

- ✦ 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 Ministry's Mystery Shopper Programme and implements it in accordance to guidelines
- ✦ Develops, collates and distributes Customer Service publications and articles.
- ✦ Ensures timely updates of the hospital's initiatives and highlights on the Customers' Notice Board
- ✦ 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 Ministry's products and services
- ✦ Supports the Stakeholder Analysis through periodic analysis of the interests and expectations of the customers.
- ✦ In collaboration with the Communication & Public Relations Unit, conduct relevant campaigns, expositions to increased awareness and promotion of the goods and services of the ministry and its agencies/departments.

Other Responsibilities

- ✦ Performs other related duties that may be assigned from time to time.

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- ✦ Recommends leave
- ✦ Certifies overtime and subsistence claims

REQUIRED KNOWLEDGE, SKILLS AND COMPETENCIES

Core Competencies

- ✦ Oral Communication Skills
- ✦ Written Communication Skills
- ✦ People Management Skills

- ✦ Interpersonal Skills
- ✦ Customer & Quality Focus
- ✦ Planning & Organizing
- ✦ Problem Solving & Decision Making
- ✦ Integrity

Technical Competencies

- ✦ Customer Service Outreach
- ✦ Help Desk Management
- ✦ Research Methods & Data Analysis
- ✦ Training & Facilitation Skills
- ✦ Knowledge of the Ministry's Policies & Procedures
- ✦ Knowledge of GOJ Customer Service Policies & Procedures
- ✦ Knowledge of the MICAF's Citizens' Charter

MINIMUM REQUIRED QUALIFICATION AND EXPERIENCE

- ✦ Bachelor's Degree in Business Administration or Management or related field
- ✦ At least one 1 years' experience in Customer Service.
- ✦ Experience in outreach work
- ✦ Experience with call centres 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 three 3 years' experience in Customer Service.
- ✦ Experience in outreach work
- ✦ Experience with call centres and help desk environments
- ✦ Experience in conducting research and analysing information
- ✦ Strong training & facilitation skills.

SPECIAL CONDITIONS ASSOCIATED WITH THE JOB

- ✦ Typical Office Conditions
- ✦ Working extended hours

