



NORTH-EAST REGIONAL HEALTH AUTHORITY CUSTOMER CARE ASSISTANT (GMG/AM 1)

The **North-East Regional Health Authority**, a statutory body under the Ministry of Health & Wellness, with responsibility for the management and delivery of public health services within the parishes of St. Ann, St. Mary, and Portland, is seeking to fill the following position at the **St. Ann's Bay Regional Hospital**:

Customer Care Assistant (GMG/AM 1 – Band 3) - VACANT
(Salary range \$1,439,455 – 1,935,907 per annum)

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 as the first line of contact to assist with customer inquiries and complaints and interact with customers to provide and process information.

Minimum Required Qualification and Experience:

- Diploma in Management Studies with two (2) years' experience in a similar role.
- **OR**
- At least five (5) subjects at the CXC General proficiency/GCE O 'levels including English Language and a numeric subject.
- 3 years' experience in a similar field

Specific Knowledge, Skills & Abilities:

- Knowledge of Customer Service, telephone ethics and techniques.
- Knowledge of Office Management and Ethics
- Switch Board Operating Skills
- Knowledge of the MDA's policies and procedures
- Strong customer service orientation
- Good oral and written communication skills
- Good time management skills

Key responsibilities will include but not limited:

- Ensures courteous treatment of all staff and visitors to the Organization and via telephone.
- Provides accurate information in-person and via phone/email
- Customers' enquiries and complaints recorded and dealt with.
- Researches, compiles and delivers information to the Customer Care Officers and Unit Head.
- Perform all telephone operating duties
- Reports faults and defects to Unit Head and Service Providers.
- Ensures that systems, procedures and working practices are implemented accurately in accordance to established format

Applications accompanied by resume should be submitted no later than **Friday, 2026 August 21** to:

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

PLEASE INDICATE IN THE SUBJECT LINE OF YOUR E-MAIL THE NAME OF THE POSITION FOR WHICH YOU ARE APPLYING

ONLY SHORTLISTED APPLICANTS WILL BE ACKNOWLEDGED