



Career Opportunity – Advertisement

Applications are invited from suitably qualified persons to fill the following position in the **Enabling Environment in Health and Services Division**, Ministry of Health and Wellness.

Customer Care Assistant (GMG/AM 1) (Band 3) (Vacant)
(Salary: \$1,439,455.00 per annum)

JOB PURPOSE

Under the general direction of the Manager, Customer Care (GMG/SEG 2), the Customer Care Assistant (GMG/AM1) is responsible to assist the general public in all aspects of their interaction with the MDA as the first line of contact to assist with customer inquiries and complaints and interact with customers to provide and process information. The incumbent will also provide an effective and efficient communication system both internally and externally.

KEY OUTPUTS

- Telephone/Visitors Register maintained
- Visitors greeted and directed
- Enquiries/requests addressed
- Complaints logged and routed
- Calls received and made
- Messages received and delivered
- Information researched and disseminated
- Contacts maintained with Divisions/Directors/Outstations
- New systems, procedures and working practices implemented
- Reports prepared
- Faults and defects reported
- Professionalism, confidentiality and good deportment displayed

KEY RESPONSIBILITY AREAS INCLUDES:

A. Technical Responsibilities

- Greets and welcomes visitors to the MDA and directs them to the appropriate office/officer.
- Ensures courteous treatment of all staff and visitors to the MDA and via telephone.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- 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.
- Receives all incoming calls, identifies the officers required and connects callers to the appropriate extensions.
- Answers calls from extensions, dials numbers requested and connects the party called to officers who requested the number.
- Takes and relays messages promptly
- Reports faults and defects to Unit Head and Service Providers.
- Maintains contact with Divisions/Directors/Outstations for smooth flow of information.
- Advises cashier and other staff members on the amount owing for private calls
- Reconciles monthly bills and submits particulars relating to payments of all charges in the telephone register



- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges).
- Ensures that systems, procedures and working practices are implemented accurately in accordance to established format
- Ensures that professional attitude and deportment are displayed at all times
- Maintains the MDA's corporate image at all times.
- Reports faults and defects to relevant officers in a timely manner.
- Displays professionalism, confidentiality and good deportment at all times.

PERFORMANCE STANDARDS

- Accurate Telephone/Visitors' Register maintained on a daily basis
- Mystery Shopper's Report indicates courteous greeting and direction to visitors and customers
- Record and research of customers' enquiries submitted within stipulated timeline
- Mystery Shopper's Report indicates customers' requests answered promptly and accurately.
- Complaints Register submitted, indicating timely log and routing to the appropriate officer in a timely manner
- Log of customer calls received and made in accordance with GOJ/MDA's Citizen Charter, submitted within stipulated timeline.
- Log of messages received submitted in stipulated timeline
- Information researched and disseminated accurately and in a reasonable time frame.
- Reports submitted indicate new systems, procedures and working practices implemented accurately in accordance to established format
- Relevant Reports submitted in the established format within the agreed timeframe.

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- At least four (4) subjects at the CXC General proficiency/GCE O 'levels including English Language and a numeric subject.
- Customer Service Certification.
- Certificate in Telephone Operating and ethics.
- Training in public speaking.
- Three (3) years' experience in a similar field.

OR

- Diploma in management studies with two (2) years' experience in a similar role.
- Training in Customer Service and Telephone Ethics.
- Training in public speaking.

Kindly submit a cover letter and resume along with the names, telephone numbers, and email addresses of two (2) references, one of whom must be a former or current supervisor.

Applications with résumés are to be submitted no later than **Friday, November 15, 2024 to:**

**Senior Director
Human Resource Management & Development
Ministry of Health & Wellness
10A Chelsea Avenue
Kingston 10
Email: jobs@moh.gov.jm**

The Ministry of Health & Wellness thanks all applicants for their interest, but only those shortlisted will be contacted.