



UNIVERSITY HOSPITAL OF THE WEST INDIES
Customer Service Officer (\$1,984,305 per annum)

Applications are invited from suitably qualified persons to fill the position of **Customer Service Officer (GMG/AM 3)** at the University Hospital of the West Indies.

SUMMARY OF DUTIES

Under the general direction of the **Senior Customer Service Officer and Manager Customer Care**, the **Customer Service Officer** is responsible for:

- Providing information to patients and relatives on registration procedures after triage and clarify treatment process;
- Explaining to patients/relatives why patients with non-emergencies cannot receive immediate attention;
- Ensuring confidentiality when dealing with patients and/or their relatives and friends;
- Maintaining efficiency standards set by the hospital in relation to the delivery of patient care;
- Acting as liaison to collaborate activities and co-ordinate information between medical, nursing staff and relatives in order to ensure that there is understanding between all concerned;
- Assisting patients who are alone to contact relatives/friends by telephone.
- Helping patients who are unable to pay for treatment to negotiate with Medical Records Officer regarding payments.
- Re-enforcing or simplifying instructions to patients/relatives where necessary.
- Assisting family members/relatives with the emotional aspects of trauma and to make practical decisions in cases of immediate crisis.
- Ensuring that patient service standards are maintained at the highest possible levels of customer satisfaction.

MINIMUM REQUIRED EDUCATION AND EXPERIENCE

- Diploma in Management Studies, Social Work, Public Administration OR Business Administration;
- Certificate in Customer Service;
- Three (3) years' experience in similar capacity;
- Thorough knowledge of operational processes and procedures of a Hospital would be an asset;

Applications accompanied by resumes should be submitted no later than September 29, 2023 to

Senior Director, Human Resource Management & Development
University Hospital of the West Indies
Mona, Kingston 7

It should be noted that only shortlisted applicants will be invited to attend an interview.