



THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

1. JOB TITLE CUSTOMER RELATIONS OFFICER	2. DIVISION <input type="checkbox"/> SANGRE GRANDE HOSPITAL <input type="checkbox"/> ST. ANDREW/ST. DAVID <input type="checkbox"/> NARIVA/MAYARO	3. DEPARTMENT QUALITY
4. ORGANIZATIONAL RELATIONSHIP The Customer Relations Officer will report to the Quality Coordinator.	5. NATURE & SCOPE The Customer Relations Officer would be required to work on a 24-hour shift system and is responsible for performing all activities relating to the complaints handling/customer feedback system and collecting data for the Quality Department to support the delivery of quality health care in the Eastern Regional Health Authority.	
6. SPECIFIC ACCOUNTABILITIES The Customer Relations Officer:		
<ul style="list-style-type: none"> <input type="checkbox"/> Collects and maintains data, prepares monthly reports for the Client Feedback System and supports the Quality Implementation plan of the Quality Department. <input type="checkbox"/> Ensures the provision of Quality Health Care and Service is delivered to all customers in a prompt and efficient manner. <input type="checkbox"/> Provides information and assistance to customers on a daily basis with regards to services provided at the health facilities. <input type="checkbox"/> Assists in conducting internal audits as required. <input type="checkbox"/> Reviews and documents all comments submitted via the Client Feedback System. <input type="checkbox"/> Follows up complaints from clients with Supervisor/Head of Department toward a successful resolution. <input type="checkbox"/> Prepares letters of acknowledgement for all feedback received. <input type="checkbox"/> Discusses follow-up investigations of complaints with Heads of Departments as required. <input type="checkbox"/> Assists in research activity and conduct satisfaction surveys when necessary. <input type="checkbox"/> Participates in Quality Implementation meetings in reviewing patients' or clients' complaints. <input type="checkbox"/> Participates in team meetings on a monthly basis and Quality Implementation meetings with the aim of resolving issues that may affect Quality Health Care. <input type="checkbox"/> Assists in training programs for internal staff. <input type="checkbox"/> Actively ensures resolution of conflicts between internal staff as required. <input type="checkbox"/> Counsels unsatisfied clients in an effort to diffuse negative situations when required. <input type="checkbox"/> Facilitates visits from officials of Ministry of Health as required. <input type="checkbox"/> Collaborates with the infection control personnel to ensure that infection control guidelines are adhered to. <input type="checkbox"/> Follows up on all repair and maintenance for the Health Facilities that may be impacting client care. <input type="checkbox"/> Informs clients of their rights and obligations and disseminate customer information. <input type="checkbox"/> Performs related work as may be required by the appropriate Authority. 		
7. KEY KNOWLEDGE, SKILLS AND ABILITIES		
<ul style="list-style-type: none"> <input type="checkbox"/> Knowledge of Customer Relations procedures. <input type="checkbox"/> Knowledge of the organization process. <input type="checkbox"/> Some knowledge of Total Quality Management <input type="checkbox"/> Excellent communication skills, both oral and written. <input type="checkbox"/> Ability to diffuse anger and resolve conflicts. <input type="checkbox"/> Ability to conduct audits. <input type="checkbox"/> Ability to conduct basic research. <input type="checkbox"/> Ability to use Microsoft Office Suite 		
8. MINIMUM TRAINING AND EXPERIENCE		
<ul style="list-style-type: none"> <input type="checkbox"/> Training as evidence by a Certificate in Quality Management or Customer Service (minimum of thirty-six (36) contact hours) from a recognized institution. <input type="checkbox"/> Five (5) CXC/GCE O'Levels subjects inclusive of Mathematics and English A or equivalent. <input type="checkbox"/> A minimum of two (2) years' working experience in a service type industry. <input type="checkbox"/> Any equivalent combination of training and experience. 		

9. SUPERVISORY RESPONSIBILITIES

Not applicable.

10. COMMUNICATION AND WORKING RELATIONSHIPS

Internal:

- Quality Coordinator
- General Manager-Quality and Risk Management
- Quality Monitor
- Quality Auditor
- Quality Department personnel
- Heads of Department.
- Staff of other administrative units.
- Other Staff Members
- Meeting and planning committees for Health Promotion activities, etc.

External:

- Clients/Patients
- Ministry of Health personnel
- Other Regional Health Authorities
- Suppliers/Contractors