



CAREER OPPORTUNITY

Applications are invited from suitably qualified persons to fill the post of:
CUSTOMER CARE OFFICER

ROLE AND FUNCTIONS OF JOB:

- 1 Respond to queries and complaints via email, telephone or any other customer service application developed for optimizing customer service efficiency.
- 2 Represent the National Health Fund at Health Fairs and other promotional events held on week days, weekends and public holidays - upon request
- 3 Relieve Receptionist/Telephone Operator upon request
- 4 Handle customer inquiries relating to the processing of NHF Claims/transactions, Order processing, billing and payment inquiries, account modifications and other product/service information.
- 5 Process drug advance requests.
- 6 Facilitate overrides for pharmacy and beneficiary
- 7 Administer customer feedback tool
- 8 Perform data entry operations
- 9 Process application and change forms for JADEP and NHF members
- 10 Issue replacement membership cards for JADEP and NHF members.
- 11 Print and package for distribution membership cards for JADEP and NHF members.
- 12 Perform administrative duties to support the Card production and distribution process.
- 13 Provide customers with product and service information
- 14 Provide Customer Service resolutions in a timely manner.
- 15 Document all customer service interactions
- 16 Utilize several platforms simultaneously to respond to the diversifying request of customers.

SPECIFIC KNOWLEDGE REQUIRED:

- Excellent inter-personal skills
- Excellent oral and written communication skills
- Ability to establish and maintain harmonious working relationships
- Ability to plan, lead and manage multiple priority projects simultaneously.
- Ability to provide professional customer service based on strong principles and ethics.
- Computer Literacy
- Time management skills

QUALIFICATIONS & EXPERIENCE:

- BSc. Degree in Management Studies/Public Relations or similar field
- Training in customer service/public relations
- At least 2 years' experience in customer service or call centre environment.
- Any equivalent combination of qualifications and experience

Applicants are invited to submit their applications no later than **Monday, January 22, 2024 to:**

The Human Resource Department
NATIONAL HEALTH FUND
6th Floor, The Towers
25 Dominica Drive
Kingston 5
Apply Here: vacancies@nhf.org.jm

NB. We appreciate all responses, but only short listed candidates will be contacted.