



## **TOBAGO REGIONAL HEALTH AUTHORITY HUMAN RESOURCES DEPARTMENT JOB DESCRIPTION**

<b>Job Title</b>	<b>Customer Relations Officer</b>
<b>Department</b>	<b>Quality</b>
<b>Reports to</b>	<b>Manager Quality</b>
<b>Head of Department</b>	<b>General Manager Human Resources</b>
<b>Supervision Provided to</b>	<b>Customer Services Representative</b>

### **Job Summary:**

The Customer Relations Officer (CRO) 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 Tobago Regional Health Authority (TRHA). He / she is responsible for the establishment and maintenance of a system for tracking and oversight of clients' complaints, participating in audits and surveys as well as preparation of promotional material and reports.

### **Primary Duties & Responsibilities:**

- Provides oversight of the Client Feedback (complaints) System.
- Develops and maintains a system for tracking clients' complaints.
- Collects and maintains data and prepares monthly reports on the Client Feedback System.
- Coordinates and reports on ongoing Client Feedback initiatives.
- Ensures that all customer complaints are addressed in a timely and effective manner.
- Prepares rosters for the Customer Service Representatives and ensures that the Customer Service Desks are adequately staffed at all times.
- Conducts investigations and follows up on complaints from clients with Supervisors/Head of Departments toward a successful resolution.
- Prepares reports based on the outcome of investigations for the Manager, Quality with updates on the status of all complaints received.
- Provides information and assistance to customers on a daily basis with regard to services provided at the health facilities.

- Liaises with heads of departments in both primary and secondary care facilities to ensure that all pertinent client issues at the facilities are handled in a timely and effective manner and to provide feedback on specific complaints.
- Conducts rounds to critical units at least daily and provides feedback to heads of departments
- Ensures feedback boxes are supplied with feedback forms and are unstuffed on a daily basis.
- Provides support for the Quality Implementation Plan of the Quality Department.
- Practices effective conflict management with irate customers in an effort to diffuse negative situations when required.
- Prepares correspondences and reports as required
- Coordinates client satisfaction surveys including data collection and assists with quality audits according to the Quality Department's established protocols and procedures.
- Participates in Quality Implementation meetings in reviewing patients / clients complaints.
- Ensures that all staff under his / her purview are properly trained according to the established standards and protocols.
- Works collaboratively with the Infection Control Nurse to ensure that infection control guidelines are adhered to at all times.
- Informs clients of their rights and obligations and disseminates customer information.
- Adheres to Accreditation Standards, Public Health, Infection Control, Occupational Health and Safety, Ministry of Health, Division of Health Wellness and Family Development, Board/ Registering Body and TRHA Protocols, Guidelines, Policies and Procedures.
- Performs other related duties as required.

## **SPECIAL REQUIREMENTS**

- Willingness to work overtime, public holidays and weekends as required.
- Staff must avail themselves as far as possible for duty in the event of an emergency or disaster.

## **QUALIFICATIONS & EXPERIENCE**

- Bachelor's degree in any of the Social Sciences / Hospitality Management/ Public Relations
- Three (3) years working experience in a customer service environment.
- Experience in a health care environment will be an asset.

**KNOWLEDGE SKILLS & ABILITIES**

- Knowledge of customer relations procedures.
- Excellent communication skills, both oral and written.
- Ability to use Microsoft Office Suite.
- Ability to conduct research.