

Customer Services Representative (Contact Centre), Patient Access Aga Khan University

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Company: Aga Khan University

Location: Karachi Division

Category: other-general

EntityLocationIntroduction The Aga Khan University Hospital is a not-for-profit healthcare institute that offers all medical services to their patients under one roof. In addition to the tertiary care hospital in Karachi, AKUH has a network of 4 secondary care hospitals, 30+ Medical Centres, and over 290+ Clinical Laboratories, 30+ Pharmacies in over 120+ cities across Pakistan. It also offers Home Healthcare Services and home deliveries of medicines. The Hospital provides Zakat for those patients who are eligible, and the health systems offers generous Patient Welfare to support those in financial need. In recognition of its high quality and patient safety, the AKUH is accredited by the Joint Commission International (JCI) as an Academic Medical Centre and its Clinical Laboratories are accredited by the College of American Pathologists (CAP) for fast and accurate testing. Responsibilities You will be responsible for a variety of tasks, which includes: handling inbound & outbound calls and SMS at hospital Contact Center, and providing clear and accurate information to customers for hospital servicesensuring appointment accuracy in the systems as per shared guidelines and SOPsresponding promptly and courteously to patients, attendants, employees and handling their queries & complaintsmeeting all qualitative and quantitative KPIs (Key Performance Indicators) to achieve quality and productivity targetsmaintaining Contact Center database and updating all required information correctly in respective systems/applicationskeeping equipment operational by following established procedures and reporting malfunctions immediatelydemonstrating respect for the diversity of patients/attendants and employees in all aspects of the jobadhering to all HR and Contact

Center policies, procedures and shift rosters maintaining a collaborative team relationship with colleagues and other employees in order to effectively contribute to the department & organization's goals achievement and also to foster a positive work environment enhancing organization's reputation and brand image by applying AKUH Service Excellence standards. Requirements You should have: Intermediate / Bachelor's degree from a recognized institution 1 to 2 years' of relevant experience in Contact Center or Customer Services. Fresh graduates are also encouraged to apply speaking proficiently, distinctly and with a friendly, courteous tone in English and Urdu using listening skills, to put callers at ease and providing complete information proficiency in MS Office (Word, Excel & PowerPoint) willingness to work in rotational shift duties (6 days a week) and also on national holidays ability to work as a team player and perform overtime and other task if required. To Apply Eligible candidates should apply through the following link:
<https://forms.gle/S8ZikQ4duR9c6zhg6> Shortlisted candidates will be notified for the test/ Interview Applications should be submitted latest by March 19, 2024
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