

Healthcare Jobs In Sharjah | Via Medica International Healthcare

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Location: Sharjah

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About the job

Answering response center phones in a timely and professional manner.

Determine the clients' ID and utilize CRM software to ensure you are aware of the client's critical details, KPI's and specifics of service delivery and contractual obligations for each client.

Maintain CRM software with each client's details, including details of last call/event/procedure.

Prepare operational reports and statistical data for the call center to monitor effectiveness and service delivery.

Direct the patients call to the appropriate action center and/or take note of the client's issues and raise them with the appropriate department during business hours depending on the client's CRM profile and which department they are interacting with.

Requirement

Bachelor's Degree

Experience working in call/response centers desired.

Experience working in a medical field, clinic, hospital or ambulance service desired but not necessary.

Knowledge of International standards for ambulatory care and patient care services.

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