

JOB DESCRIPTION- CUSTOMER CARE OFFICER

The Role:

Your role is a fundamental one. As a Customer Care Officer, you will be the first point of contact for the company. Your duties also include offering administrative support across the organization. You will welcome and greet all clients, patients and visitors who visit or call the business. You will also coordinate all front-desk duties.

A Customer Care Officer must also perform 'floor' duties. This entails a meet and greet service, ushering patrons to the appropriate person/s or department and providing a beverage service where necessary. Floor duties will be assigned on a shift basis.

To be successful as a Customer Care Officer, you must have a pleasant personality, be very patient, empathetic, and passionately communicative. You should also be able to deal with emergencies in a timely and effective manner, while streamlining front-desk operations. Multitasking and stress management skills are essential for this position. This role requires working in shifts and weekends.

The Policy Vision:

Our customer experience vision is integral to our company vision of '*quality services, service excellence and world class patient care*' and is embedded in core values, strategic aims, policies, and day-to-day business. Our values of 'Service before self, Excellence, Compassion, Integrity and Confidentiality' are fundamental parts of the experience we provide our customers; from our front-line employees to those in supporting units. All our clients and customers have the right to the same high-quality service.

The target is to ensure excellent service standards, respond effectively to customer inquiries and maintain high customer satisfaction.

Main Responsibilities:

- Greet and welcome clients as soon as they arrive at the front desk/lobby, as per the Company's standard greeting.
- Identify and assess clients' needs by acquiring extensive knowledge of the Company's products and services to achieve optimum satisfaction.
- Build sustainable relationships and trust with client's accounts through open and interactive communication.
- Answer, screen, and forward incoming phone calls. All calls must be answered as per the Company's standard greeting.
- Receive, sort, distribute and respond to daily emails, phone and Whatsapp messages in a timely manner.
- Provide basic and accurate information about the company's services, communication procedures, guidelines, and policies in-person, via phone and email and respond to all questions.
- Collect payment by cash, cheque, credit cards, vouchers, or automatic debits, and issue receipts, refunds, credits, or change due to clients.
- Count money in cash drawers at the beginning and end of shifts to ensure that all amounts are reconciled and that there is sufficient change.

- Proofread and format reports accurately.
- Send final reports via email to the patients, various doctors, and hospitals.
- Log CDs or DVDs with images from CT, MRI Scans and Ultrasound before being issued to patients.
- Resolve customer complaints in a timely professional manner.
- Refer issues and questions to supervisors where necessary.
- Communicating and coordinating with all departments to ensure effective service delivery.
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g., pens, forms, and brochures)
- Maintain integrity and confidentiality of all company information whether written, stored on the computer system and verbal.
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbooks, issue visitor badges).
- Keep inventory of front office supplies
- Update all calendars where applicable and schedule appointments.
- Perform other clerical receptionist duties such as filing, photocopying, transcribing, minute taking and faxing.
- Offer a beverage service where necessary.

Floor duties Include, but not limited to:

- Welcome patrons upon entrance and confirm appointments and redirect to the Laboratory where appropriate.
- Act as the point of reference for customers who need assistance or information and attend to their wishes and requirements.
- Assist with the completion of insurance forms and other service forms as used by the company.

Requirements:

- Proven work experience as a Receptionist, Front Office Representative, or in a similar role.
- An associate degree in business studies or an equivalent field.
- Proficiency in Microsoft Office Suite and QuickBooks accounting software.
- CXC passes in English and Mathematics.
- Customer orientation and ability to adapt and respond to different types of clients.
- Strong customer service attitude.
- Polite and confident with a great deal of patience.
- Professional attitude and appearance.
- Excellent communication skills, both written and verbal.
- Ability to be resourceful and proactive when issues arise.
- Excellent organisational skills.
- Ability to multi-task, prioritize and manage time effectively.
- Hands-on experience with office equipment (e.g., fax machines and printers).

Any further information can be obtained during the hours of **9:00 am to 4:00 pm from Mondays to Fridays.**

Applications must be sent to the **Administrative Supervisor** (in person, by mail, or by email) by **31st August, 2023.**

