



INSTITUT JANTUNG NEGARA
National Heart Institute

We are looking for suitable and qualified candidate for the following position:

CUSTOMER SERVICE ASSISTANT CORPORATE COMMUNICATIONS DEPARTMENT

Responsibilities

- Interacts with patients to ensure that their needs are met and have a memorable experience.
- Handles inquiries from customers or client.
- Welcomes and assists patients, visitors and customers.
- Provides customer additional information or explains services
- Tactfully handles confrontational or stressful interactions with the public.
- Completes supporting paperwork and data entry as required.
- Accurately enters customer information.
- Keeps record of the supplies and marketing material and make sure to notify proper channels when running low to make sure availability at all times.
- Ensure the office, customer area and their personal appearance is at the highest level of cleanliness, order and professional look.

Requirements

- Diploma in any discipline.
- Minimum 2 years working experience in Customer Service or Hospitality Industry.
- Proficient both in writing and conversing in Bahasa Malaysia and English.
- Proficient in other languages will be an added advantage.
- Good communication and inter-personal skills.
- Knowledgeable in computing, power point, excel, word.
- Fresh graduates are encouraged to apply.

Closing Date

17th September 2019

Talent Acquisition Unit

Human Capital & Organizational Development

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**Note: All unsuccessful applications shall not be retained in our database.
Only SHORTLISTED candidates will be contacted.**