



INSTITUT JANTUNG NEGARA  
National Heart Institute

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

**ASSISTANT  
PATIENT FINANCIAL SERVICES & PATIENT SERVICES  
DEPARTMENT**

**Responsibilities**

- Handle individual customers / debtors' by ensuring payments are made according to credit terms and to ensure target set are met accordingly.
- Update Debt Tracking Reports (DTR) of debtors and ensure all recovery actions are taken.
- Ensure all patients' payment, collection, approved discounts and waivers and refund are processed timely and accurately.
- Ensure monthly statements of accounts of all individual debtors are sent out on timely manner accordingly.
- Ensure in achieving substantial and sustain reduction in overdue, Debtors Turnover Days and ensure no additional provision of bad debts for more than 90 days.
- Ensure efficient collection and recovery efforts for corporate debtors are monitored and controlled in achieving monthly KPI set.
- Proactive in taking steps to resolve billing issues that could prevent timely collection.
- Dealing with all queries in a timely and professional manner.
- Correspond (in writing) and liaise with patients, family members, solicitors and individual clients on matters related to billing, payment and customer relationships.
- Assisting superior in monitoring and maintaining department quality matters for quality improvement plan.
- Proactive in ensuring Yearly Department Initiatives KPI are met accordingly, as set by management.

**Requirements**

- At least SPM / STPM / Diploma
- Fresh entrance or experience in hospital industry including billing and credit control is an advantage.
- Basic Computer skills (Excel/PowerPoint/Words).
- Good communication and interpersonal skill.
- Proficient in English and Bahasa Malaysia (verbal and written).

**Closing Date**

2<sup>nd</sup> January 2020

**Talent Acquisition Unit  
Human Capital & Organizational Development**

✉: [career@ijn.com.my](mailto:career@ijn.com.my) 🌐: [www.ijn.com.my](http://www.ijn.com.my) ☎: 03-2617 8200

    : [career@IJN](https://twitter.com/career@IJN)

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