



INSTITUT JANTUNG NEGARA  
National Heart Institute

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

## **CUSTOMER SERVICE ASSISTANT**

## **CORPORATE COMMUNICATION**

### **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.
- Perform other ad-hoc task assigned by the management.

### **Requirements**

- Possess Sijil Pelajaran Malaysia (SPM) or Diploma in any discipline.
- 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.
- Able to multitask, tactfully handle stressful and difficult situations and possess strong problem-solving skills.
- Experience in hospitality industry environment is an added advantage.

### **Closing Date**

20<sup>th</sup> May 2021

**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.**