



INSTITUT JANTUNG NEGARA
National Heart Institute

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

CONTACT CENTRE AGENT CUSTOMER EXPERIENCE DEPARTMENT (CED)

Responsibilities

- Greet and interact with customer to ensure all of their needs are attended and professionally handled.
- Handle incoming calls and enquiries on their appointment via telephone calls and email.
- Attending external and internal incoming calls via PABX system.
- Assist patients and clients with their appointment, phone call enquiries and interdepartmental communication for appointment such as new case and follow up case.
- Update and transfer appointments and notify patients on any changes of appointment.
- Responsible to contact patients via call/email with regards to appointment and preparation before coming to IJN.
- Handle online request and complete call logs on daily basis.
- To do announcement for public and emergency announcements through PA and E-SMS to respective parties during the activation of Emergency Codes.

Requirements

- Possess Diploma or Degree in Public Relations / Mass Communication or equivalent.
- Proficient in English and Malay (oral & written). Knowledge of other languages is an added advantage.
- Pleasant personality with good communication skills.
- Detail oriented and works with high degree of accuracy.
- Must be able to maintain patient's privacy and confidentiality.
- Possess high sense of responsibility, integrity and commitment.
- Experience in Call Centre is an added advantage.

Closing Date

30th June 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.**