



INSTITUT JANTUNG NEGARA  
National Heart Institute

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

## CUSTOMER LIAISON COORDINATOR

### CUSTOMER EXPERIENCE DEPARTMENT (CED)

#### Responsibilities

- Greet and interact with customer to ensure all of their needs are attended and professionally handled.
- Assist patients and clients with their appointment at the lobby, ground floor and clinic area.
- Perform daily ward visit and gather feedback from patients and staff.
- Initiate and implement customer experience initiatives to ensure patient journey runs smoothly.
- Handle incoming calls, inquiries, remind new case patients on their appointment via telephone calls.
- Collect and enter patient feedback data in the system for inpatient & outpatient.

#### 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 Customer Service or hospitality industry is an added advantage.

#### Closing Date

30<sup>th</sup> 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.**