



INSTITUT JANTUNG NEGARA
National Heart Institute

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

FRONT OFFICE ASSISTANT PRIVATE HEALTHCARE DIVISION

Responsibilities

- Responsible for registration and admission processes for patient.
- Responsible for collection of payment for service provided
- To assist in management of insurance forms and Company GL
- To assist in answering incoming calls, handle call log and email for appointment and enquiries.
- Attend to abandoned calls by calling back patient or client.
- Manage and resolve patient or client concern by providing correct information.
- Well verse on the services available at Private Clinic and Wellness Centre.
- Key in appointment in the hospital information system and e –mail the appointment letter to patient or client.
- Other specific duties as instructed by Head of Department

Requirements

- Sijil Pelajaran Malaysia (SPM)/ Sijil Tinggi Pendidikan Malaysia (STPM) or Diploma in any relevant field is an advantage
- Proficient in English and Bahasa Malaysia (oral and written). Knowledge of other languages is an added advantage
- Experience in Call Centre or Customer Service is an advantage
- Good in computer skill and clerical work
- Pro-active, independent and able to work with minimal supervision
- Able to work other than office hour (Saturday or Sunday)

Closing Date

4th October 2022

**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.**