

Customer Service / Billing Executive at Ital Global

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

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We are a comprehensive Human Capital Consultancy firm dedicated to helping organizations just like yours with their HR activities and work. We believe in creating productive and fruitful relationships with our clients by adding value to your business to ensure that you get the very best return on your Human Capital spend. Our Human Capital solutions, advice and guidance are uniquely designed and shaped around your exact requirements and objectives. They will fit with your culture and the business challenges that you currently face. Ital Global serves organizations that believe that people are the ultimate drivers of organizational success.

About Job

We are looking for a confident and self-motivated individual who is looking for a customer service opportunity.

Job Requirements

Bachelor's Degree in Communication, Public Relations, Marketing or any related course

Customer Service experience: At least 1 Year would be an added advantage preferably in a busy environment

Knowledge of customer service principles and practices

Attained a C+ or higher in your KCSE

Proficient in Microsoft Office

Competencies and Skills Required

Ability to observe confidentiality

Excellent communication and presentation skills

Enthusiasm and Reliability

Ability to multi-task and work under pressure

Ability to work long hours

Be self-motivated

Be flexible and adaptable

Exceptional interpersonal skills

Can handle complaints in a cool manner and tactful

Courteous

Have an interest in helping people.

Observation Skills

Job Duties and Responsibilities.

Maintaining a positive, empathetic and professional attitude towards clients at all times

Primary point of contact within the hospital

Investigate and respond to all customer enquiries promptly directly to customer inquiries either fact to face, by telephone or electronically

Resolving customer complaints

Welcoming, receiving, guiding and directing the patients around the hospital

Filling and processing of application forms

Investigate and respond to all customer enquiries promptly.

Escalate complex queries to the appropriate functional area.

Carry out customer and product related document processing

Make customers' experiences better by ensuring customer satisfaction

Communicating with customers through various channels

Develops and maintains strong relationships with customers by providing support, information, and guidance

Provides excellent customer service by responding promptly to customer inquiries, questions, acknowledging concerns and resolving complaints.

Answer all incoming calls and redirect them or keep messages

Handling patients, referral sources, and administrative department inquires

Assisting the doctors in booking appointments for the next visit of the patient

Entering patient information into a customer information system

Serving as a backup when other employees are out due to absent staff members

Any other duties as assigned

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