

Customer Service & Billing Officer at Ital Global

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Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

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. Wherever we operate, our commitment is to offers a unique approach, efficiency, convenience diligently and efficiently. Ital Global looks to your future! If you grow, we grow. If you beat your competition, we beat ours. If you achieve results, so do we! We know our business, we'll learn yours. We are a trusted partner, not just a vendor! We do not settle for the status quo! We partner with you to find the best ways to meet your needs and expectations with an eye on budget and outcomes Vision/Mission To enhance the performance of every organization through the effective management and development of Human Capital through our services and products. To be recognized as an impactful, innovative and efficient HR Consulting partner. Through our One-Stop HR Shop we are your Professional HR Partner! Mission To partner with clients and provide unparalleled expertise and advice across all aspects of Human Resource management to organizations across industry sectors whilst supporting the development of Human Capital skills.

We are looking for a confident and self-motivated individual who is looking for a customer service & billing 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 and 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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