



JOB DESCRIPTION

i. General

Job Title:	Customer Care Assistant
Division:	Marketing
Department:	Customer Care
Reports to:	Business Development Manager
Reporting into this Role:	None
Job Purpose:	To provide exemplary customer service to internal and external customer, handle inquiries and carry out Marketing and Customer Service assignments.

ii. Duties and Responsibilities

- Gathering customer feedback of hospital services and products through questionnaire collection and in-patient ward visits.
- Formulating data collection tools e.g. questionnaires, survey tools etc. to gather information on external and internal customer satisfaction and ensure adequate supply.
- Compiling daily reports from the questionnaire collected from patient satisfactory questionnaires.
- Visiting the in-patients in the ward.
- Promoting and maintaining Customer Service standards through planning and conducting surveys and Customer Service audits.
- Attending to disgruntled clients in the Hospital and ensuring that their complaints are resolved.
- Conducting hospital tours to educate prospective clients on services and products offered in the hospital.
- Coordinates hospital and departmental Marketing & Customer Service events.
- Creating awareness of hospital products and services to the public including e.g. managing hospital information desks.
- Facilitating customer service induction programs for new staff.
- Training departments on how to create positive bonds with customers and improve the hospital customer service standards.
- Participates in the collection, creation, compilation, of material, design and concept, printing and distribution of the hospital publications.
- Handling and managing VIP and press.
- Liaising with outsourced PR Companies in PR matters.

iii. Qualifications

1. Education

- Bachelor’s Degree in Front Office Operations/Public Relations/Customer Service/Business Management
- Computer Literate.

2. Job Experience

- Minimum of 2 years' experience in Front office operations and Customer care in the Service industry.

iv. Key Competencies - Skills/ Knowledge/ Aptitude

- Good interpersonal Skills.
- Strong oral and written communication skills
- Exceptional interpersonal skills
- Excellent customer service skills
- Patience and calmness under pressure
- Ability to handle complaints and difficult situations.
- Able to work as a team member and encourage and promote a culture of caring.