

Designation: Client Care Associate

Organization: Advanced Veterinary Care Foundation

Location: Mahalaxmi, Mumbai

Employment type: Permanent/Full-Time

Reporting to: Floor Manager

Job description

As a Front Desk Associate in a facility with 24*7 operations, they will play a crucial role in providing seamless service delivery to all clients and patients along with facilitating customer appointments and record management. They will work in a fast-paced environment, handling customer queries, front desk administration and billing activities.

Duties & Responsibilities

- Manage the entire customer care experience.
- Greet customers with an empathetic and cordial demeanour.
- Record client and patient data efficiently, along with updating medical records.
- Assist in new patient registration process.
- Attending phone calls & email queries related to hospital services courteously and promptly.
- Direct calls and visitors to the appropriate staff members within the hospital.
- Schedule patient appointments accurately, ensuring proper documentation and communication with relevant departments.
- Provide all assistance required by clients with the admissions and check-out process.
- Address client concerns and complaints professionally and escalate issues to the appropriate personnel when necessary.
- Maintain a calm and empathetic attitude when dealing with difficult situations.
- Efficient process adherence to billing activities
- Daily collection tally and handover to finance
- To effectively utilize Hospital Information System, EPABX system and other software provided.
- Monitor the front desk area and ensure a secure and safe environment for clients, patients, visitors, and staff.

- Follow security protocols and procedures in case of emergencies.
- Collaborate with other members of the veterinary team, including veterinarians, nurses and support staff, to deliver comprehensive patient care.

Qualifications & Skills

- Minimum Qualifications: Graduation
- Experience: Min 3 years' experience; preferably with 1 year or more, of service industry / Healthcare experience.
- Communication Skills: Proficiency in English and Hindi or Marathi
- Computer Skills: Proficiency in using computer systems and electronic health records.
- Teams Player: Work collaboratively within a team's environment to achieve the best possible outcomes for patients.
- Compassionate and Caring: Display a genuine love for animals and a strong commitment to their well-being and comfort.
- Knowledge of medical terminology is a plus.