

Job Description & Specification

Grade & Designation	Front Office Executive / Receptionist
Department	Operations
Key Relationship	Patients, Doctors, Consultants, Clients, External Vendors, Functional Heads, Materials department, HR and Finance department
Reporting to	Center Manager
Job Purpose	This position main Role & Responsibility is to welcome and greet patients and patient parties, act as help desk for patient and patient parties, ensure billing and customer satisfaction.
Main Responsibility	<p>Main job responsibilities of Front Office Executive / Receptionist are as follows (but not limited to):</p> <ul style="list-style-type: none"> • Fastest TAT possible for every patient. (within 10 minutes of token time) • Fastest report delivery to patients any time of the day. • Handling Discount patients discreetly • Handling medical emergency patients with priority. • Ensure no cases are refused. • Maintain Suraksha Quality in Billing/ appointment/ query handling. • Maintain Suraksha Standard of service in dealing with patients and patient parties. • Adherence to SOP • Ensure readiness of the front office for handling patients. • Receiving of inventory in the system and being responsible for it. • Handing over the collection and necessary documents for corporate patients to accounts department. • Emergency Situation handling.
Competencies	Presentable, Communication Skills (multilingual), Efficiency, Patience, Helpfulness, Computer savvy, Telephonic Skills, Problem resolving capability,
Work Experience	Minimum 1 year experience in similar industry