

Job Description	
Job Title:	Assistant Executive
Department:	Operations Control Centre
Reporting To:	Assistant Manager
Job Purpose:	To ensure seamless Service Delivery and Customer Satisfaction
Key Responsibilities:	<ul style="list-style-type: none"> • Managing doctor appointments • Handling customer complaints and follow-ups • Handling calls – both inbound and outbound • Having knowledge of emergency codes to manage emergencies • Tracking and making recommendations for enhancing customer experience in the hospital • Helping in general hospital operations • Any other ad hoc duties related to hospital operations assigned by supervisor
Desired Qualifications:	Graduate in any discipline
Desired Experience:	Upto one year of experience in healthcare \ service industry \ BPO
Desired Skills:	<ul style="list-style-type: none"> • Good communication skills – both verbal and written • Great interpersonal skills and team work ability • Good analytical skills and quick thinking • Dedication and passion to meet and exceed customer expectations – both internal and external • Positive, pro-active, motivated with “can-do” attitude