

Job Description	
Job Title:	Assistant Executive/ Executive – OP Billing
Department:	Patient Care Services
Reporting To:	HOD
Job Objective:	The OPD Billing Executive plays a pivotal role in ensuring a seamless patient experience by managing the billing processes for outpatient services. This position involves direct interaction with patients and hospital staff, requiring a blend of administrative proficiency, customer service excellence, and adherence to hospital policies.
Job Responsibilities:	<p>Billing Operations:</p> <ul style="list-style-type: none">• Assist in the preparation and issuance of bills, receipts.• Ensure all billing procedures are conducted in accordance with the hospital's Standard Operating Procedures (SOPs).• Maintain and submit deposited cash, cards and credit slips promptly to finance department. <p>Communication & Coordination:</p> <ul style="list-style-type: none">• Handle incoming calls from both internal and external customers, directing them appropriately.• Provide clear directions to patients, guiding them to their respective departments or consultation areas.• Address patient inquiries with empathy and professionalism, ensuring a positive first impression.• Liaise effectively with doctors and other hospital staff to facilitate smooth patient flow and resolve any billing-related issues. <p>Shift Management:</p> <ul style="list-style-type: none">• Open and close shifts at the designated counter, ensuring all tasks are completed and records are updated accordingly.• Monitor and report any discrepancies or issues encountered during the shift to the supervisory team. <p>Customer Satisfaction:</p> <ul style="list-style-type: none">• Demonstrate proactive cooperation and a solution-oriented approach in all patient interactions.• Strive to achieve high levels of customer satisfaction by addressing concerns promptly and efficiently.
Desired Qualification, Skills & Experience:	<ul style="list-style-type: none">• Graduate in any discipline.• Proficiency in English and Hindi is mandatory.• 0–3 years of work experience; fresher’s are welcome to apply