

Job Description	
Job Title:	Assistant Executive/ Executive – OP Billing
Department:	Patient Care Services
Reporting To:	HOD
Job Objective:	<p>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.</p>
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