

Executive Customer Support

Description

The Executive Customer Support will be responsible for ensuring high levels of patient satisfaction by addressing their needs and concerns, managing feedback, and fostering strong patient relationships. This role requires excellent communication skills, a patient-centric approach, and the ability to handle multiple responsibilities efficiently.

Responsibilities

1. **Patient Retention:**
 - **Repeat Patients:** Develop and implement strategies to encourage repeat visits from existing patients.
2. **Patient Referrals:**
 - **Referral Programs:** Implement and manage patient referral programs to encourage referrals from satisfied patients.
3. **Feedback and Reviews:**
 - **Collecting Feedback:** Gather and analyze feedback and reviews from patients to improve services.
 - **Review Management:** Address any negative feedback promptly and effectively to maintain a positive reputation.
4. **Follow-up Communication:**
 - **Follow-up Calls:** Conduct follow-up calls with patients to ensure their needs are met and gather feedback.
5. **Patient Engagement:**
 - **Engagement Strategies:** Develop and execute strategies to enhance patient engagement and satisfaction.
6. **Complaint Resolution:**
 - **Patient Complaints:** Address and resolve patient complaints promptly and effectively to ensure patient satisfaction.
7. **Patient Delight Activities:**
 - **Delight Initiatives:** Organize and implement activities that enhance patient experience and delight.
8. **Data Management:**
 - **Data Analysis:** Maintain and analyze patient-related data to track performance and identify areas for improvement.
 - **Database Management:** Ensure the accuracy and confidentiality of patient information.
9. **Collaboration:**
 - **Interdepartmental Collaboration:** Work closely with all departments to ensure cohesive support strategies and efficient operations.
 - **External Collaboration:** Collaborate with external partners and stakeholders as needed.

Qualifications

- MSW or Master's degree (Freshers are welcome)
- Graduate with a minimum of 2 years of relevant experience.

Hiring organization

VIROC Super specialty Orthopedic Hospital

Employment Type

Full-time

Beginning of employment

Immediate

Duration of employment

Full Time, Permanent

Industry

Healthcare

Job Location

Vadodara

Working Hours

10 am to 6 pm

Base Salary

Rs. 1,80,000

Date posted

June 6, 2024

Valid through

31.07.2024

