

PinkHealth

Position Overview

We are looking for a dedicated and empathetic Customer Service Executive to join our frontline team. As the first point of contact for our clients, you will play a crucial role in maintaining our reputation for excellence and ensuring a seamless patient experience.

Key Responsibilities

- **Inquiry Management:** Address patient inquiries via phone, email, and in-person visits with professionalism and clarity.
- **Service Support:** Assist patients with appointment scheduling, billing queries, and navigating clinic services.
- **Relationship Management:** Proactively resolve customer concerns and maintain detailed records of interactions to improve service quality.
- **Administrative Coordination:** Collaborate with the medical team to ensure smooth patient flow and accurate data entry.

Required Qualifications

- Education: Diploma in Communications, Business Administration, or related field
- Experience: Minimum 1–2 years of experience in a customer-facing role (healthcare environment preferred).
- Excellent verbal and written communication skills.
- Proficiency in CRM software.
- Strong problem-solving abilities and emotional intelligence.
- A positive attitude, patience, and a genuine desire to help others.