

Center for Career Placement & Alumni
Graduate Placement Services (GPS)

JOB VACANCY FORM[®]

IMPORTANT: The information presented in this document can be shared only internally at UAE University!

Job Reference No.: JV675



Company Name: Healthpoint Hospital

Company Type: Semi-Government

Job Position/Title:	Guest Services Officer	Academic Major:	Humanities & Social Sciences
Salary Range:	12,000 – 18,000 AED	Years of Experience:	Fresh Graduate
Job Location:	Abu Dhabi	Job Type:	Full-time
Nationality:	Only UAE Nationals	Gender:	Both
Job Description:	- Greet and welcome guests to the Clinic / Hospital - Establish the nature of the guests visit; pre-arranged appointment, walk in, visiting in-patient - Manage the guests request accordingly and contact relevant departments to reconfirm appointments or set an appointment. - Contact Guest Service Agents (porters) to escort and guide guests. - Register patients into the Cerner system (Training will be provided) - Secure signed consent forms from patients - Capture insurance cards information to ensure validity and maintain accuracy of patient demographics - Guide guests in the absence of porters and ensure that they are never left unattended. - Keep guests aware of the process at all times as well as expected waiting times. - Handle complaints with professionalism – listen and resolve. Escalate to Senior Management where appropriate. - Ensure that telephones at the Reception area are answered promptly and maintain good telephone etiquette. - Liaise with Physicians and Insurance departments to ensure smooth flow of guest conduct as well as documentation.		
Minimum Qualifications:	- Bachelor Degree - Fluent in English - Computer literate		
No. of Positions Required:	10		
Job Close Date:	Open Until Filled		

To Apply, UAEU Graduates/Alumni should send their CVs to:

m.alhaddad@healthpoint.ae

