Vacancy Announcements

Company Name: Addis Hiwot General Hospital

Location: Addis Ababa

Employment Type: Full Time, Permanent

Date of Announcement: April 5, 2024

Deadline: April 12, 2024

Positions

1. Position: Front Office Coordinator

Job Overview

As Front Office Coordinator will ensure a smooth operation of reception area in the healthcare facility. Main responsibility encompasses patients triage, front desk management, appointment scheduling and coordination, and administrative support. This position requires strong IT, organizational and interpersonal skills, and overall strong commitment to excellent patient care.

Key Responsibilities

1.Patient Triage

▪ Prioritize patient appointments based on the severity of their condition and medical needs

▪ Direct patients to appropriate departments or medical professionals for further evaluation or treatment

2.Front Desk Management

▪ Oversee the daily activities of receptionists and cashiers, ensuring efficient workflow and adherence to protocols.

▪ Provide guidance and support to reception staff, and address any discrepancies/issues

3.Customer Service

▪ compassionate assistance to patients, families, and visitors, addressing their concerns and inquiries in a timely and professional manner.

▪ Handle escalated situations and complaints with empathy and diplomacy

4.Administrative Tasks

▪ Compiling and analyzing data to generate reports for management review

▪ Collaborate with hospital staff for inventory, human resource management and department coordination.

Job requirements

Qualification

-Nurse (BSC/Diploma), Health Officer and other health related fields
-Previous experience in hospital administration or leadership
-Minimum of 2 years experience

2. Position: Front Desk Receptionist

Job Overview

The Hospital's Front Desk Receptionist is responsible for providing exceptional customer service and administrative support to patients, visitors, and staff within the hospital.

Key Responsibilities

1.Patient Registration: Collect and verify patient demographic information and insurance details, and ensure accuracy of patient records.

2.Insurance Verification: Verify insurance coverage and eligibility for patients. Assist patients with insurance-related inquiries, including billing and claims processing.

3.Customer Handling: Warmly welcome patients, visitors, and staff as they arrive at the hospital. Provide directions and information about hospital facilities, services, and policies.

4.Maintaining Front Desk Area: Ensure front desk's organization and provide informational materials, brochures, and forms for patients and visitors.

Job requirements

Qualifications

-BA Degree in Accounting, Finance, Marketing, Social Work, or other related fields

-2 years of experience in the healthcare industry
-Strong communication and interpersonal abilities, IT Skills and C1 level English proficiency

3. Position: Call Center Representative

Job Overview

This role is responsible for managing inquiries, scheduling appointments, and providing assistance to ensure a seamless experience for all individuals interacting with the hospital's call center and information desk.

Key Responsibilities

1.Managing Inquiries: Act as the primary point of contact for patients, visitors, and hospital staff contacting the call center and information desk via phone, and in-person visits.

2.Appointment Scheduling: Coordinate and schedule patient appointments, procedures, and follow-up visits using the hospital's scheduling system.

3.Daily Schedule Management: Maintain and update daily schedules for appointments and out-patient physicians programs

4.Visitor Assistance: Greet and assist visitors arriving at the hospital's information desk, providing directions, guidance, and support as needed.

5.Liaison Tasks: Serve as a liaison between patients, visitors, and hospital staff, facilitating communication and resolving inquiries or concerns promptly and effectively.

Job requirements

Qualification

-Nurse (BSC/Diploma), Health Officer and other related fields
-Minimum of 2 years experience
-Previous experience in liaison offices and hospital information dissemination
-Strong communication and interpersonal abilities, IT Skills and C1 level English proficiency

How to Apply (all positions)

Please send your CVs to this email- info@addishiwotgeneralhospital.com
*__Kindly indicate Job Position on email__