

Vacancy Announcement

Organization: TenaFirst Plus

Position: Medical receptionist for Call Centre representative

Location: Addis Ababa

Employment: Full time

Date of Announcement: February 13, 2025

Deadline: February 18, 2025

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Introduction

About Us

TenaFirts Plus is an Online Doctor Consultation and Telemedicine Platform as a Medical Second Opinion platform where patients can get medical advice from doctors via TenaFirts Plus Platform. Our virtual online medical help service provides the ultimate convenience and premier health care virtually. We are proud to be in the Telemedicine industry.

TenaFirts Plus Company would like to invite all interested and fully licensed Amharic, English, Oromiffa or Tigrinya fluently speakers and listener Clinical Nurse (Nurses) to apply for the Call Center positions specified below.

Job title: Medical receptionist for Call Centre representative

Position summary:

The Medical Receptionist/Call Center Representative position is responsible for scheduling and interacting with patients via telephone and performs a range of duties which includes gathering required information in preparation for appointment booking and assistance.

Essential functions - Principal duties and responsibilities:

- Welcomes all patients and visitors by greeting patients and visitors in person or on the telephone.
- Handles all incoming telephone calls from patients, makes appointments, and answers general questions and inquiries.
- Uses computer systems to refer to existing patient information or set up new patients in the scheduling tool.
- Provides the patient with available timeslots not allowing patients to give times they are available to ensure full use of the physician timeslots.
- Maintains registration flow by efficiently moving patients through the process and readying them for clinical staff using bookings systems on our platform.
- Communicates all add-ons, delays, cancellations, and “no-shows” to Clinical Coordinator.
- Interacts with patients by answering questions, providing information, and keeping the Reception area in order. Provides support to patients in distress by responding to emergencies.
- Responsible for inputting very detailed information on the patient using a variety of computer screens
- After completion of the call and input of the patient information, the representative checks records verifying the details entered and adds any additional notes that may be necessary.
- Explains all current fees and patient financial responsibility and informs patients of payment required for existing balances due at or before next appointment.

Job requirements

Qualifications:

Education: Clinical Nurse \ BSc in Nursing

- Valid Working Licenses
- Experience Letter
- Kebele ID / Passport / Driving: Licensee
- Experiences: 0 year and above.
- Languages : Amharic, English, Oromiffa or Tigrinya [mandatory]
- Strong communication skills and work ethics

- Salary : AS per company Scale
- Required No: 7

How To Apply

Apply via the Google Form. <https://forms.gle/1EJ3qoD9ks3PcSu9>