

Patient Liaison Operator Job Description

JOB TITLE: Patient Liaison Operator

ACCOUNTABLE TO: General Call Centre Manager

LOCATION: Greenhithe, DA9 9XL

HOURS: Full Time: 40 hours per week, rotating shift pattern

SALARY: £10 per hour

Savoy Ventures are a CQC registered emergency / non-emergency ambulance service, providing transportation for NHS Trust patients, transporting over 400,000 patients every year. At Savoy, we understand that our patient transport service is first and foremost about the patient, whose day begins and ends with transportation. Our main aim is to ensure our ambulance service is as efficient as possible, minimising delays and creating a stress-free environment for those that travel with us. Are you confident on the phone and have a calm and logical approach to problem-solving? If this sounds like you, then why not join our team?

We are currently looking to fill a post for an individual who can deliver excellent patient customer service to join us as a Patient Liaison Operator in our Greenhithe control room. The ideal candidate must possess a minimum of 1 years experience in a call centre environment and hold patient customer service experience.

Responsibilities

- Handle inbound calls from patients, clients, and colleagues
- Check the daily planned work and co-ordinate any identified changes with relevant stakeholders
- Manage expectations of the service users
- Deliver patient-focused service, assisting and updating patients of any changes to their journey
- Manage enquires from the trust and from patients in a professional manner
- Input high volumes of information to company databases accurately
- Communicate with colleagues and management

Essential Requirements

- A minimum of 1-year proven experience within a call centre background
- Strong administration skills with excellent attention to detail
- Excellent people skills and ability to communicate to all levels is vital to this role
- Must have excellent communication skills both written and verbal
- Ability to multi-task whilst under pressure
- Able to remain calm under pressure
- Must maintain a high level of professionalism at all times
- Must have excellent attention to detail
- Must have the ability to build relationships with internal staff and customers
- Desirable Requirements
- Experience within a relevant public-sector environment
- Previous Cleric experience is highly desirable

- Strong work ethic and willingness to go the extra mile

Benefits

- Access to our employee assistance programme
- Eligibility for discounts with retailers and travel agents; online and on the high street
- Refer a friend scheme
- Employee of the month scheme
- Company events
- 28 days holiday including Bank Holidays per year
- Ongoing training and development

Due to the nature of the industry flexibility is crucial therefore the post holder maybe required to work additional or amended hours.