



See the world better

Join our team as a Patient Care Coordinator!

Are you someone who:

Loves to Listen? You find joy in starting conversations and making new friends everywhere you go.

Is Resilient? When faced with challenges, you're all about finding new solutions and trying again.

Excels in Communication? You have a knack for bringing ideas to life and making them exciting for others.

If the above describes you, you might just be the person we're looking for!

About the role

We're seeking a dynamic and personable Patient Care Coordinator to join our team at EyeCare Hospital. This role is perfect for someone who thrives in social interactions and enjoys making a positive impact on others' lives. Whether you have years of customer service experience or are new to the field, we believe your personality and drive are what truly matter.

What you'll do

*Engage patients, offering exceptional care from inquiry to treatment.
Lead structured interviews, explaining treatment options clearly.
Manage scheduling, billing, and follow-up with precision.*

What you are:

*A natural conversationalist and rapport builder.
Resilient and innovative in overcoming obstacles.
A vivid communicator who can make even the most familiar things sound exciting and necessary.*

What we offer:

*Working hours - Shift basis
Salary between MVR 15,000 to MVR 20,000
Medical Insurance and Sales Commission after probation period*

Interested?

Don't just send us your CV. We want to see your personality shine through answers to our application questions! We're excited to hear your story and see if you're the right fit for our practice!

EyeCare Hospital is more than just a workplace. We are a community committed to excellence and innovation in patient care. Join us and let's make a difference together!

Pre-application Questions

Yes or No Questions

- *You agree you are located within 60 minutes transport to EyeCare Hospital.*
- *You agree you have at least 5+ years of experience in customer service or sales roles. You understand this is a performance customer service / sales role and your results measure your success.*
- *Are you comfortable with public speaking and presenting slide decks to prospective customers?*

Written Open-Ended Questions:

- *Why do you believe you are a customer service superstar? Give SPECIFIC examples of past achievements and/or accolades related to your customer service or sales successes. If you literally only had 30 seconds with me in an elevator, what would you say is your biggest accomplishment as a customer service representative or sales person?*
- *Explain what you're doing now for work and why you're looking elsewhere.*
- *What are your top three sources to learn things?*
- *Describe a sales interaction you led that you're particularly proud of. What was your role, and what were the outcomes?*
- *In your view, what is the biggest challenge facing customer service and sales representatives today, and how should they address it?*
- *What role do you believe customer service and sales plays in the overall success of a business, and how do you communicate this value to non-customer service and sales team members?*

Send your complete CV with relevant certificates and documents to hr@eyecare.com.mv

Please indicate the post applied in the subject heading.

Submission deadline
1st May 2024