



See the world better

EYECARE PVT LTD
EyeCare Building, 6th Floor
Orchid Magu
Male' 20262, Maldives.
Tel: + 960 332 1026
Reg: C-308/2002
Web: www.eyecare.mv
Email: info@eyecare.com.mv

TERMS OF REFERENCE – FRONT DESK ASSOCIATE

1. POST DETAILS

Post: Front Desk Associate
Contract Duration: Permanent, initial contract shall be for a period of 1 (one) year.
Department: Medical Services Department
Division: Medical Services

2. REPORTING RELATIONSHIPS

The Front Desk Associate will report to the Medical Services Manager and is expected to work closely with the Health Professionals of EyeCare.

3. OVERALL RESPONSIBILITIES

The Front Desk Associate is the first point of contact for patients and visitors to the Hospital. This role is responsible for welcoming the patients, issuing memos, handling administrative tasks, and ensuring a smooth and efficient front office operation.

4. SCOPE OF WORK

- Greet patients and visitors with a professional and courteous demeanor.
- Check in patients and verify their personal information and insurance details.
- Provide patients with information regarding services, procedures, and policies.
- Maintain and update patient records and files in the internal system; issue memos as required.
- Prepare and reconcile billing, submissions, and other documentation.
- Collaborate with clinical staff to ensure timely and accurate patient care.
- Assist with patient flow and manage the waiting list.
- Adhere to healthcare regulations and standards.
- Safeguard patient confidentiality and handle sensitive information with discretion.
- Work closely with doctors and other hospital staff to optimize patient visits.
- Perform any other tasks assigned by the Employer within the scope of work.



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5. QUALIFICATIONS AND EXPERIENCE

- Minimum of 3 A-Level passes including English, Dhivehi & Mathematics
- Minimum 1 year of experience in the customer service field

OR

- Minimum of 3 O- Level passes, including English, Dhivehi, and Mathematics
- Minimum 2 years of work experience in the customer service field

6. DESIRED SKILLS AND COMPETENCIES

- Fluency in written and spoken Dhivehi and English language.
- Proficiency in managing billing processes, handling payments, and ensuring accuracy in financial records.
- Excellent communication and interpersonal skills
- Ability to communicate effectively with patients, families, and healthcare professionals.
- Demonstrates kindness and understanding in dealing with patients' needs and concerns.
- Ability to accurately follow care plans and provide detailed documentation of patient information.
- Capable of managing multiple patients and tasks efficiently.
- Works well in a team-oriented environment, cooperating with doctors, nurses, and other healthcare staff.
- Ability to think critically and address patient concerns or unexpected situations.
- Flexibility to adapt to a fast-paced healthcare environment with changing patient needs.
- Upholds patient privacy and maintains a high standard of ethical conduct.
- Understanding of basic healthcare procedures is a plus.

7. WE OFFER

- Competitive salary of MVR 9,500 to 13,500, based on qualifications and experience
- Attractive monthly incentive ranging from MVR 1,500 up to MVR 3,000, subject to KPI achievement
- Comprehensive health insurance coverage
- Overtime payment for extra hours worked, ensuring your effort is always rewarded
- 30 days paid Annual Leave
- Annual return ticket to your home island (for staff residing outside Malé')
- Continuous professional development with access to online learning opportunities
- Supportive, growth-focused work environment with clear career progression
- A rewarding Annual bonus that reflects your commitment and impact