



# Client Relations Officer

The Group is committed to creating places of healing for their communities, focused on attracting the best expertise and dedicated to building a steadfast, devoted team.

## Role Summary:

Customer Relations Officers (CRO) create a bridge between hospitals, patients and their families. As patient advocates, a CRO must ensure required communication between the hospital, patients and their families. They are the custodian of the patient experience at the hospital point in the patient journey, managing complaints and patient experience issues within the hospital. and are responsible for relevant policy adherence, upholding the Lenmed experience at each

## Key Work Output and Accountabilities:

- Client focus – Ensure that all efforts are focused toward the betterment of the patient experience.
- Availability – Ensure availability at all times while on duty
- Visit each patient at least once a day and record visit and any issues raised on the Lenmed digital Customer Experience Management (CEM) system
- Manage the process and resolution of all issues reported
- As a member of the marketing team, the CRO is responsible for ensuring compliance to all marketing policies within the hospital.
- Ensure that adequate stock of all marketing materials is maintained.

## Inherent Requirements:

- Grade 12 or equivalent of NQF level 4
- Drivers Licence
- 1 year marketing/client relations experience
- Healthcare experience is preferred
- Advanced Computer Literacy, command of the English language, interpersonal skills

## WORK PROFILE

### Location:

Ahmed Kathrada Private Hospital

### Job Grade:

B3

### Benefits:

Pension Fund & Medical Aid

### Date Posted:

12 February 2020

### Closing Date for Applications:

19 February 2020

Lenmed is an Equal Opportunity Employer. The Company's approved Employment Equity plan and targets will be considered as part of the recruitment process aligned to the Group's Employment Equity strategy. Lenmed actively supports the recruitment of people with disabilities. In the event of any physical or psychological limitation that may impair an individual's ability to perform the job function, the employee must consult the employer for reasonable accommodation.

**Should you not receive a response within three weeks after closing date, kindly consider your application unsuccessful.**

*If you are interested in the Position and wish to Apply, kindly Forward your CV to : [Mariska.Tuck@lenmed.co.za](mailto:Mariska.Tuck@lenmed.co.za)*