

JOB DESCRIPTION

Designation: Outpatient Team Leader

Name:	Mohammed Nahle
Section/Department:	Customer Service
Reporting to:	Outpatient Supervisor
Responsible for/Reporting Staff:	

Purpose and Scope of the Job

Manages and leads a team of reception staff. Communicates unit goals to team. Motivates team members and assesses and keeps supervisors updated on team performance. ensuring that the service offered to customers is delight

Main Duties and Responsibilities/Performance Standards

1	Leadership Of the reception team and function as a team
2	Monitor team performance and report it to outpatient supervisor
3	Cover the crowded receptions which are located in his certain area
4	Make sure that reception staff follow the sequences of service
5	Motivate team members
6	Assists supervisors for new team member training
7	Keep his/her eyes on the waiting patients to make sure that there is no issues allow patients to complaint
8	Facilitate issues for any unsatisfied patients.
9	Writing daily report of any customer issues and reviewed by CS manager.
10	Receiving all inquiries and complaints from customers and responding quickly.
11	Must possess good tact in conversation, good listener, understanding situations with awareness and concentration and ability to face critical situations wisely.

Qualifications, Competences and Skills**Education**

A Bachelor degree in any discipline

Experience

Minimum 2 years' experience directly related to the duties and responsibilities specified

Licensure

Not Applicable

Language

Operational in Arabic and English language

Computer Proficiency

Good in word, excel , PowerPoint and outlook

Performance Competencies

1	Professional integrity
2	Operational business excellence
3	Professional customer focus
4	Operational communication skills
5	Professional ownership
6	Professional safety and Quality
7	Operational personal qualities
8	Operational interpersonal skills
9	Operational results orientation
10	Basic leading change

Principle Working Relationships and Remarks

1	Outpatient head unit , outpatient supervisor, customer service manager
2	Patients , visitors