

We are Hiring Call Centre Executive (Female)

Location: Kolhapur

Industry: Modern Homeopathy

Job Type: Full-Time

Are you a great communicator with a passion for helping people? Join our dedicated healthcare team as a **Call Centre Executive**, where you'll be the **first point of contact** for patients and clients, delivering exceptional service that reflects our values of care, empathy, and excellence. This vital role connects patients to the right care at the right time — while supporting smooth operations across our **head office, branches, and franchise units**.

Key Responsibilities

◆ Inbound & Outbound Calls

- Answer patient inquiries with warmth and professionalism
- Make outbound calls for follow-ups, feedback, and awareness campaigns
- Ensure every interaction builds trust and satisfaction

◆ Appointment Scheduling & Reminders

- Coordinate appointments across multiple locations
- Manage doctors' calendars and time slots effectively
- Send timely reminders to reduce no-shows

◆ Patient Information Management

- Maintain accurate, confidential patient records
- Log inquiries and feedback in our secure system
- Keep information up to date for smooth follow-ups

◆ Branch & Franchise Coordination

- Collaborate with team members across all units
- Share feedback and updates to ensure service consistency
- Help facilitate patient referrals and communication

◆ Complaint Handling & Escalation

- Resolve concerns with empathy and efficiency
- Escalate issues when needed for expert attention
- Document interactions for quality assurance

◆ Reporting & Insights

- Prepare daily and weekly call reports
- Analyze trends to improve service quality
- Share valuable feedback to enhance patient experience

What We're Looking For

- Excellent verbal communication in [languages spoken]
- Prior experience in a call centre or healthcare setup preferred
- Ability to multitask and stay organized under pressure
- Empathetic listener with a problem-solving attitude
- Familiarity with CRM systems or appointment software is a plus

Why Join Us?

- Be part of a mission-driven healthcare team
- Opportunity to grow within a reputed homeopathic network
- Supportive work environment focused on continuous learning
- Make a real difference in the lives of thousands of patients

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