

CAREER OPPORTUNITY

Head Customer Service

[Vacancy Code - HCS 1/ 2017]

YGIA Polyclinic is the largest and one of the best equipped private hospitals in Cyprus. It is situated in the heart of Limassol and offers high quality medical and nursing care services. It is the single Hospital in Cyprus that has been awarded in 2012 with the dual award of Accreditation and Quality Certification by CHKS, the leading provider of Healthcare Accreditation and Quality Assurance in the UK. The Hospital has a capacity of 152 beds, maintains cooperation with more than 200 Associate Doctors and employees over 500 staff.

YGIA Polyclinic is currently accepting applications for the job position of the **Head Customer Service**.

RESPONSIBILITIES AND DUTIES

The Head Customer Service supervises and coordinates the operation of the Reception, Admissions and Customer Service Departments, with the aim of providing high-level quality service to patients, accompanying persons, visitors and associates of the Polyclinic.

JOB POSITION REQUIREMENTS

- Accredited university degree in Business Administration, Marketing, Social Studies or related field.
- At least 5 years of experience in a responsible position with administrative/ supervisory responsibilities in the field of customer service.
- Postgraduate title in Business Administration, Marketing, Social Studies or related field is an advantage.
- Recent certificate of clean criminal record.
- Very good written and oral knowledge of the Greek and English language.
- Proven knowledge/ use of computers and MS Office (ECDL or other equivalent title).

REMUNERATION & BENEFITS PACKAGE

An attractive remuneration and benefits package is provided which includes the following:

- 13th salary.
- Participation in the Provident Fund with a favorable contribution rate by the employer.
- Participation in the Employee's Health Care Plan (favorable coverage for inpatient and outpatient care in Cyprus and abroad).
- Annual leave with full pay.
- Annual salary increase based on performance review.
- 5day working basis.
- Ability to participate in a lifelong learning and development program.

The current career opportunity is valid until the: **31st August, 2017.**

You may forward your CV referencing the vacancy code accordingly:

HUMAN RESOURCES DIVISION - HCS 1/ 2017
YGIA Polyclinic Private Hospital Ltd
P.O. Box 56174, 3305 Limassol, Cyprus

E-mail: careers@ygiapolyclinic.com | www.ygiapolyclinic.com



YGIA POLYCLINIC
Private Hospital

30
years