

**THE AGA KHAN UNIVERSITY
OFFICE OF STUDENT EXPERIENCE
STUDENT AFFAIRS AND SERVICES
Work and Study Programme**

Opportunity Available: Customer Services Representative at AKUH

Campus, Country: Karachi, Pakistan

Requesting Department & Reporting Relationship	Position Title Skills Required Position available	Position Description	Positions available	Deadline to Apply	Honorarium
<p>Muhammad Anwaar Senior Manager, Contact Center, Information Services & Referral Offices, Marketing and Communications</p>	<p>Position Title – Customer Services Representative</p> <p>Skills required:</p> <ul style="list-style-type: none"> • Exceptional customer service skills. • Good written and verbal communication skills in English and Urdu. • Active listening skills. • Excellent problem solving, negotiation, organizational skills and attention to detail. • Strong analytical skills. • Proficient in Excel. PowerPoint. Word etc. <p>Interpersonal skills.</p>	<p>Responsibilities:</p> <ul style="list-style-type: none"> • The primary function of the Call Center Agent is to answer inbound calls received at hospital contact centre. • Book earliest available appointments accurately for clinics and other hospital services. • The secondary function is to provide information patients/attendants seeking. • To meet all assigned KPIs (Key Performance Indicators) as per given benchmarks for the Hospital Contact Center. <p>General Guidelines</p> <ul style="list-style-type: none"> • 4 hours shift per day (08:00 AM, 12:00 PM, 04:00 PM, 08:00 PM). • Comply with AKUH HR & Contact Center related policies. • Demonstrate respect for the diversity of patients, attendants, and employees. 	<p>Varies</p>	<p>June 14, 2021</p>	<p>PKR 1000 per shift</p>

		<ul style="list-style-type: none"> • Maintain Contact Center database and capture correct patient appointments on OPMS (Out Patient Management System) as per given guidelines. • Ensure accuracy with appointments and information. <p>Important:</p> <ul style="list-style-type: none"> • Student can work only at weekend or during the break / summer holidays • Maximum 4 shifts in a month. • It is student responsibility to sign the log book – in and out available in the department. • Time punctuality is important. • Any late joining will take the shift rotation as voluntary work. 			
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Important: Students will receive an honorarium when the task has been completed. The honorarium will given in cash.

Eligibility – Full time student at AKU

Complete and submit the [application form](#)

Send the filled application form to student.affairs@aku.edu by June 14, 2021

Only short-listed candidates will be contacted. An informal interview may follow.