

Customer Service Team Leader @ Knok



contact@effitalents.com

Phone :

Web :

Job Summary

Vacancy :

Deadline : Jun 16, 2024

Published : May 17, 2024

Employment Status : Full Time

Experience : Any

Salary : To be defined

Gender : Any

Career Level : Mid Level

Qualification :

Job Description

Responsibilities:

As a Customer Service Team Leader, you will:

- **Promote efficacy and efficiency** of national homecare service;
- **Coordinate a team of homecare customer service specialists;**
- Ensure adequate documentation and data collection of the operation;
- Planning the healthcare professionals' working schedules;
- Work collaboratively with the medical and nursing teams;
- Ensuring a positive experience for patients, partners and healthcare professionals.

Requirements:

To be considered for this role, here are the skills we're looking for:

- **Previous experience in operations/customer service;**
- **Graduation Degree;**
- Experience in managing or coordinating teams;
- Experience in healthcare is a **big plus;**
- Computer skills (**Excel is a must**) and good ability to use different tools simultaneously;
- Good communication and argumentation skills;
- **Fluency in Portuguese and English**, with the ability to communicate effectively both **written and verbally** to all levels in business.

About the company:

Knok is the answer for a world where everyone has timely access to quality care. Through a Digital Front Door strategy, we connect patients, providers and healthcare professionals in one place.

ISO 27001 certified Recognised as #3 in Deloitte's Technology. Fast 50 2023 Portugal list Proud supplier of the G-cloud 13 Framework. Top 10 Telemedicine Solution Providers in 2021 by Healthcare Tech Outlook.

At Knok, we dare to lead and humanize the digital transformation of healthcare. We envision a world where everyone has timely access to quality healthcare through digital technology, creating a more equal society. We genuinely believe in it and you can recognize it in every person who embraces this mission. We are rapidly growing, delivering augmented telemedicine on 4 continents, and we have barely begun!

Your Recruiter:

Flávia, Senior Talent Acquisition @ Effitalents is your recruiter.

Feel free to contact her for more information!

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
