

## Patient Relations Specialist in Bogota

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Company: Apollo XCM LLC

Location: Bogotá

Category: healthcare-practitioners-and-technical

### Job Description

This is an on-site position based in Bogota, Colombia. **Only applications in English will be reviewed.**

Medical experience is not required for this role. Candidates with a background in Hospitality / Customer Service / are encouraged to apply!

Apollo XCM is looking for the best 'Patient Relations Specialist' who will be responsible for providing excellent customer service to patients, answering all phone calls / text messages and emails, as well as facilitating and coordinating communication between patients, family members, and medical staff.

### What you'll be doing:

Scheduling patient appointments and making reminder calls.

Obtaining patients' addresses, contact details, insurance information, and medical records.

Updating and verifying patient information.

Answering, investigating, and directing patient requests to the appropriate medical staff member and following up with patients to ensure their inquiry or complaint has been

satisfactorily resolved.

Performing administrative and clerical duties, such as e-filing paperwork, entering payments, issuing invoices, among others.

Participating in the construction of standard operating procedures and making contributions to improve those established.

## **Requirements**

**Minimum educational requirements:** Professional degree or Technologist degree + Relevant Experience

Bilingual (Spanish and English), with strong proficiency both verbal / written - in both languages. The required English level is C1 or above. This is a MUST, since 100% of communications will be in English.

Experience working as a Patient Representative, Executive Assistant, Front Desk agent within the Hospitality or Travel agency industry, Customer Service representative, or agent in BPO.

Strong interpersonal and communication skills.

Focus on customer service.

Enjoys working with people.

Meticulous attention to detail.

Ability to work independently and proactively.

Ability to work in a fast-paced environment and demonstrate exceptional multitasking.

Understanding of startup culture.

## **Benefits**

Contractor agreement with our Headquarters in US

Monday to Friday, 7 a.m. to 4 p.m, 8 a.m. to 5 p.m. or from 9 a.m. to 6 p.m.

Salary starting at \$3,600,000 COP/month, plus social security

Opportunities for learning and development

Stimulating multicultural environment

## Requirements

Bilingual (Spanish and English) with strong proficiency. Experience in Customer Service, Hospitality, or BPO Excellent interpersonal and communication skills. Customer service-oriented and enjoys working with people. Meticulous attention to detail. Ability to work independently and proactively. Thrives in a fast-paced environment with exceptional multitasking. Familiarity with startup culture. Long-term commitment.

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