

# Coordinator - Work from Home

We are looking for an energetic and dynamic person to join our team for the position of a Coordinator. We are a healthcare software company. You will spend a significant amount of your time liaising with clients, health care workers and other organisations.

**You will be expected to work between 5:00am to 1:00pm - Monday to Friday (40 hour contract). You can work from home.**

**The ideal candidate will possess the following background and skills:**

- Two or more years of experience in a similar role.
- Excellent ( or very good ) written and spoken English language skills with a pleasant phone manner.
- Experience calling clients
- Ability to communicate clearly, effectively and accurately.
- Ability to effectively multi-task, organise and prioritise work.
- Self motivated and able to work remotely with little or no supervision.
- Excellent phone and email etiquette
- Patient and calm under pressure, with the ability to deal with escalations and client emergencies to see through to successful resolutions.

## **Job Description**

- Contact potential or existing customers to inform them about a product or service using scripts.
- Developing and sustaining solid relationships with customers to encourage repeat business.
- Coordination of clients
- Developing in-depth knowledge of our products and services to make suitable recommendations based on customers' needs
- Enter and update customer information in the database.
- Answer and record details of phone calls

To submit your application, please send your resume and/or cover letter to [hr@esperance.group](mailto:hr@esperance.group) via email. We are specifically seeking candidates aged 35 or above. In your email, kindly provide your anticipated salary range.