



## PR/158326 | Senior Customer Relations Manager Senior Customer Affairs, Relationship & Experience Manager

### Job Information

**Recruiter**

JAC Recruitment Malaysia

**Job ID**

1522260

**Industry**

Healthcare, Nursing

**Job Type**

Permanent Full-time

**Location**

Malaysia

**Salary**

Negotiable, based on experience

**Refreshed**

February 18th, 2025 12:38

### General Requirements

**Minimum Experience Level**

Over 3 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Business Level

**Minimum Education Level**

Associate Degree/Diploma

**Visa Status**

No permission to work in Japan required

### Job Description

#### Company & Job Overview

A rapidly growing medical industry company in Penang Island is seeking for a Senior Customer Relations Manager to help the business to create and streamline workflows to enhance the patient experience, covering from registration and admission to insurance processing and ensures the hospital billing and collection (KPIs) are met, fosters strong relationships with corporate payers, and enhances efficiency in the claims process. The ideal candidate will be responsible for ensuring all supervised activities comply with hospital standards, government regulations, and accreditation requirements. This role requires at least 8 years of experience in hospital patient financial services, revenue cycle management, or healthcare billing and collections, with at least 3 years in a managerial or supervisory position within a healthcare environment

#### Job Responsibilities

- Define the responsibilities of sub-units (Front Office and Patient Financial Services) and establish key performance

indicators (KPIs).

- Conduct regular training and mentorship programs to ensure consistent performance and skill development.
- Provide guidance and enforce disciplinary actions when necessary to maintain standards.
- Communicate staff responsibilities, role clarity, and performance expectations.
- Set short-term and long-term departmental objectives and measurable outcomes to promote continuous improvement.
- Develop, document, and enforce departmental policies and standard operating procedures (SOPs) to provide clear guidance, ensure compliance, and improve operational efficiency.
- Regularly monitor and measure sub-unit workflows through team leads to maintain performance standards.
- Create and implement corrective actions to address any identified deficiencies.
- Strategically allocate resources to achieve departmental goals effectively.
- Act as a persuasive yet empathetic negotiator with patients and payers.
- Lead or participate in inter-departmental projects to support organizational initiatives.

### **Job Requirements**

- Bachelor's degree or diploma in a relevant field.
- At least 8 years of experience in hospital patient financial services, revenue cycle management, or healthcare billing and collections, including a minimum of 3 years in a management or supervisory role within a healthcare setting.
- In-depth knowledge of healthcare billing practices, insurance claims processing, collections, and financial reporting.
- Proficiency in hospital billing software and electronic medical records systems.
- Strong leadership, communication, and interpersonal skills.
- Ability to collaborate effectively with stakeholders, including staff, clinical teams, insurance companies, and patients.
- Analytical skills to evaluate financial processes and identify areas for improvement.
- Problem-solving and conflict-resolution skills to address patient financial concerns and operational challenges.

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### **Company Description**