



QUALIFICATIONS AND JOB DESCRIPTION

Longevita is UK's leading medical tourism company **headquartered in London**.

Longevita refers patients from the United Kingdom to qualified surgeons who perform hair transplant, plastic surgery, cosmetic dentistry and eye surgery at internationally accredited private hospitals in Turkey.

Longevita also has offices in Istanbul and Izmir, and is looking to expand its **INTERNATIONAL PATIENT RELATIONS** team in line with the firm's current business growth.

JOB DESCRIPTION

- Attend medical appointments with patients during consultation, procedure, discharge, check up and provide translation where necessary
- Maintain regular dialogue with patients prior to arrival, while they are in Turkey and after they go back to their home countries
- Identify cross selling, up selling, patient referral opportunities where possible and collaborate with the sales team for execution
- Get patient reviews and take pictures/videos with patients prior to their departure
- Follow up treated patients, check up on their recovery by obtaining information at regular intervals and advise best course of action for excellent surgical results
- Respond to after care enquiries, arrange revision surgeries or resolve complaints according to company policy
- Contribute to the patient loyalty program by constructing a portfolio of satisfied treated patients, retaining relationships and winning their referrals

REQUIREMENTS

- Degree from Tourism administration, English translation and interpretation, English or American language and literature, International Relations, School of nursing or medical related academic programmes taught in English
- Fluency in formal written and spoken English, additional Western European language is a plus
- Minimum of 2 years experience in a customer facing role, preferably in a healthcare services environment
- Organisational skills, multi tasking expertise, interpersonal skills, communication skills, self motivation, persistency and performance under pressure
- Flexibility in working hours and days including weekends when required
- Prior experience with CRM software is a plus



WHAT WE OFFER

- Base salary and performance linked bonus
- Private health insurance
- Apple iPhone, laptop computer, meal card
- Minimum two professional trainings every year
- Rotation opportunity across different roles and international offices
- Company sponsored holiday to exotic destinations on meeting targets every year

To apply please send your CV to talent@longevity.co.uk

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