TATA CANCER CARE FOUNDATION

JOB DESCRIPTION

Position: Front Office Executive
Department: Customer Care
Location: Centre for Oncopathology (COP), Mahim, Mumbai
Reporting To: Customer Care In- Charge & Senior Pathologist & Operations Head

Key Responsibilities

1. Managing the front desk operation & co-ordination with internal departments regarding patient reports & queries.
2. Ensuring the walk-in customers are always comfortable by being courteous to them.
3. Accepting patient samples for testing along with payment and preparing receipts.
4. Handling phone calls at the front desk & queries of walk in patients.
5. To provide correct information to patients/representatives (In case the patient inquires for any kind of discount, collect all the necessary documents and share the same with the Medical Social Worker)
6. Handling payments made by the patients in cash and other bank-related payments.
7. Submitting daily payments reports to the accounts department at the end of the day.
8. Making sure that the Front – Office is always neat and clean.
9. Reporting day-to-day issues to the manager concerned.

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Date / / 2026