

## We are Hiring: Desk Assistant

We are seeking a reliable and customer-focused Desk Assistant to join Gruppo San Donato/GKSD Group in Iraq. This role is vital to maintaining smooth operations and ensuring excellent service at the hospital's front desk. The successful candidate will be the first point of contact for patients, visitors, and staff, handling inquiries, managing administrative tasks, and providing general support to hospital operations.

### Key Responsibilities

- Meet and Greet patients, visitors, and hospital staff, offering professional and friendly assistance. Answer phone calls, emails, and in-person enquiries promptly and efficiently, providing accurate information and directing them to the appropriate departments.
- Assist with patient check-in and provide guidance regarding hospital procedures, services, and schedules. Ensure a welcoming and informative environment for all hospital visitors.
- Perform various administrative tasks including managing patient files, updating records, organizing appointments, and handling data entry. Ensure all records are kept confidential and maintained in accordance with hospital policies.
- Serve as a liaison between hospital staff, patients, and external visitors, ensuring effective communication and the resolution of any concerns.
- Assist in the organization and coordination of hospital meetings, events, and conferences, including managing the logistics and scheduling as needed.
- Address any problems or concerns that may arise, escalating issues to appropriate departments or senior management if necessary.
- Ensure all hospital safety protocols are followed, including monitoring visitor access, managing badges, and keeping the front desk area secure and organized.

### Qualifications

- Proficiency in both Arabic and English (written and spoken).
- High school diploma or equivalent; additional training in administration or customer service is preferred.
- 3 years of experience in a front desk, customer service, or administrative role, ideally in a hospital or healthcare setting.
- Strong interpersonal and communication skills, with the ability to work effectively with diverse populations.
- Excellent organizational skills with attention to detail.
- Ability to manage multiple tasks and strong customer service skills.

### Location:

- Iraq

**If you are interested, send your CV to**  
**[iraq.careers@gksdholding.com](mailto:iraq.careers@gksdholding.com)**