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● **印尼语客服 JD:**

工作职责：

1. 能为外籍患者提供及时准确的印尼语口译和笔译服务，确保医疗沟通翻译的质量；
2. 具有较强的团队协作精神，配合相关部门及时完成其他笔译及口译任务。
3. 服务意识及亲和力佳，能及时发现并向上级反馈客户服务中的信息。
4. 遵循相关规章制度，服从岗位管理，工作讲究质量效率。
5. 能定期接受医疗基础知识及相关服务培训并接受上级的督导抽查。
6. 仪容整洁端庄，言行举止文雅，能按照规定统一着装。

任职资格：

1. 大学本科以上学历，印尼语（中文）听说读写流利（印尼语籍应聘者 HSK 六级以上优先考虑）。
2. 工作认真细致、思维敏捷，责任心强，有专/兼职翻译经验优先。
3. 具有“以客人为上”的服务意识及良好对的协调和解决问题的能力。

工作条件和福利：

1. 普通假期同中国国内，满一年后有 1 周年假；
2. 一年一次印尼往返机票（印尼籍）；
3. 社保覆盖或商业保险（印尼籍）；
4. 提供宿舍住宿；
5. 提供三年期工作签证（印尼籍）。

● **英语客服（英语母语）JD:**

工作职责：

1. 能为外籍患者提供及时准确的英语口语译和笔译服务，确保医疗沟通翻译的质量；
2. 具有较强的团队协作精神，配合相关部门及时完成其他笔译及口译任务。
3. 服务意识及亲和力佳，能及时发现并向上级反馈客户服务中的信息。
4. 遵循相关规章制度，服从岗位管理，工作讲究质量效率。
5. 能定期接受医疗基础知识及相关服务培训并接受上级的督导抽查。
6. 仪容整洁端庄，言行举止文雅，能按照规定统一着装。

任职资格：



1. 大学本科以上学历，英语（中文）听说读写流利（英语籍应聘者 HSK 六级以上优先考虑）。
2. 工作认真细致、思维敏捷，责任心强，有专/兼职翻译经验优先。
3. 具有“以客人为上”的服务意识及良好对的协调和解决问题的能力。

工作条件和福利：

1. 普通假期同中国国内，满一年后有 1 周年假；
2. 一年一次探亲往返机票（外籍）；
3. 社保覆盖或商业保险（外籍）；
4. 提供宿舍住宿；
5. 提供三年期工作签证（外籍）。

**有意者请联系：MsJane**

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**工作地点：广州市越秀区**

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**- 公司简介 -**

诺尔健国际健康管理有限公司注册于香港，总部和服务中心位于中国广州，是一家专门致力于提供个人健康管理和定制医疗服务的专业机构。

诺尔健国际健康独创全新的经营管理理念和医疗服务模式，通过整合国际医疗资源，以院际合作（转诊）形式，将中国最顶级的医疗技术带给全球患者，尤其在糖尿病、肥胖症、骨科疾病、复杂性心脏病、眼科疾病、癌症、生物细胞的治疗方面具有独特的优势。公司依托中国顶尖三甲医院的实力，拥有一支由 200 多名涵盖心脑血管疾病、糖尿病、肿瘤、骨科等各学科的专家组成的专家团队。

诺尔健国际健康是中国第一家也是唯一一家提供从来华就诊到回国后康复跟踪全程服务的健康管理公司。对前来中国就诊的患者，公司提供医生预约、接送机服务、代订酒店、代订机票、贴身翻译、护工护理等一条龙贴心的服务。其人性化服务细节包括：贴身翻译陪患者家属熟悉医院周边的超市、餐馆、购物街区等人性化服务；患者治疗结束回国后，针对其接受的治疗方案和出院医嘱，提供免费一年的出院健康管理服务，和专家一起跟踪患者的康复情况，适时调整康复方案等。此外，凡接受过一次诺尔健健康服务的患者都将成为公司终身会员，免费享受包括定期健康资讯、免费项目咨询等服务。



立足创新、专注质量、服务第一、真诚合作，是每一个诺尔健人始终如一的宗旨；为客户提供优质、安全、放心的技术和贴心的服务是每一个诺尔健人的追求。诺尔健将不断超越自我，一如既往的为广大客户创造价值，力求做到资源互补、合作共赢、共同推动医疗卫生事业的发展，为人类健康做出贡献。

● -选择诺尔健的理由-

- 1、 中国目前最大的海外医疗咨询与服务机构；
- 2、 中国目前唯一与各大三甲医院有正式官方合作协议的入境就医服务机构，可确保预约中国医学专家的质量、真实性、预约速度等，同时，医院院方将负责协调解决就医中遇到的任何问题，并能免除后续法律纠纷的困扰；
- 3、 拥有丰富的医疗网络系统，可根据病人的病情及需求安排相应的医院和专家就诊，合作机构为中国公认的权威三甲医院，确保治疗质量；
- 4、 公司的医务助理均为医学专业毕业的硕士、学士，拥有 10 年以上医院管理经验，熟悉病历规范，确保病历资料收集整理的规范性、正确性；
- 5、 专业医学翻译，为患者提供不同语言种类翻译的服务，熟悉中国医疗环境，确保沟通的零误差；
- 6、 专业客户服务人员，熟悉中国医疗政策、就医流程，就医过程更流畅；
- 7、 接待人性化，帮助客户安排赴华治疗时的转机、接机、食宿、交通、就医翻译等有关事项，在华停留期间生活更舒适；
- 8、 合作律师持有律师执照，如果专家或者医院有任何医疗责任，都可以追究；
- 9、 严密的流程，确保真实反映客户病情。客户的病历资料，由医务助理收集整理→医生、医学翻译进行双翻译→客户复核→国内医生咨询和提出方案→反馈给客户；
- 10、 客户个人病情资料严格保密，确保客户个人隐私安全；



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- **Indonesia Customer Service:**

**Duty and Responsibility:**

1. Precise written and oral Indonesia translation;
2. Strong team work spirit and cooperative capability.
3. Good service awareness and easy charm. Be able to find out the problem and the flexible approach. Good coordination and analyze skill, ability to handle emergency cases.
4. Obedient and efficient.
5. Good study capability for knowledge concerned and service.
6. Grooming and dignified , elegant demeanor.

**Qualification :**

1. Bachelor' s Degree or above. Fluent speaking and writing of Indonesia and Chinese. HSK6 Certification as a prior consideration for Indonesian candidate.
2. Responsive, smart, studious and initiative. Full time/part time translator experience as a prior consideration.
3. Good service awareness and good coordination skill.

**Benefit:**

1. Common vacation is the same with local staff (for foreign staff). Annual vacation for 7 days after 1 year service.
2. One round-trip air ticket for home leave (for foreign staff),
3. Social Security or commercial insurance (for foreign staff),
4. Dormitory provided,
5. 3 years working permit for foreign staff.

- **English Service :**

**Duty and Responsibility:**

1. Precise written and oral English translation;
2. Strong team work spirit and cooperative capability.
3. Good service awareness and easy charm. Be able to find out the problem and the flexible



approach. Good coordination and analyze skill, ability to handle emergency cases.

4. Obedient and efficient.

5. Good study capability for knowledge concerned and service.

6. Grooming and dignified , elegant demeanor.

**Qualification :**

1. Bachelor' s Degree or above. Fluent speaking and writing of English and Chinese. HSK6 Certification as a prior consideration for foreign candidate.

2. Responsive, smart, studious and initiative. Full time/part time translator experience as a prior consideration.

3. Good service awareness and good coordination skill.

4. English native speaker.

**Benefit:**

1. Common vacation is the same with local staff (for foreign staff). Annual vacation for 7 days after 1 year service.

2. One round-trip air ticket for home leave (for foreign staff),

3. Social Security or commercial insurance (for foreign staff),

4. Dormitory provided,

5. 3 years working permit for foreign staff.

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**- Brief Introduction for NORGEN-**

NORGEN Healthcare International, registered in Hong Kong and headquartered in Guangzhou, China, is dedicated to providing professional individual healthcare management and medical service.



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With its original new management concept and medical service mode, NORGEN Healthcare International brings the world the top medical technology in China through integration of international medical resources and hospital collaboration. It has unique advantages in treatments for diabetes, obesity, orthopedic disorders, complex heart disease, ophthalmopathy, cancer, biological cells, etc. With the support of Chinese top tertiary referral hospitals, NORGEN has a multidisciplinary team of over 200 experts from various disciplines such as cardio-cerebrovascular diseases, diabetes, tumor, orthopedics and so on.

NORGEN Healthcare International is the first and only one in China who provides full service from coming to China for treatment and follow-up after discharge from hospital. It provides consultation, reservation, airport transportation, hotel and ticket booking, interpreter and nursing care service, etc. Furthermore, any customers who enjoyed its service would be in lifetime membership of NORGEN as well, including healthcare information, free consultation and so on.

Innovation, Quality, Service and Cooperation are the principles of every NORGEN people.

To provide customers with high quality, safe, relieved technology and considerate services is the mission of every NORGEN people.

NORGEN will keep improving to create value for every customer. By striving for resource complementation and win-win cooperation, it will promote the development of medical healthcare and contribute to human health.

#### -Why NORGEN-

1. The largest international medical consultation and service facility currently in China.
2. The only institution officially cooperated with top tertiary referral hospitals to offer medical service currently in China, which ensures the quality and authenticity of the appointed Chinese medical experts reserved. Meanwhile, the hospitals in cooperation will be responsible for any problems happened during treatment and avoid subsequent legal disputes.
3. NORGENNORGEN possesses overall medical resources of medical system, which can provide customers with hospitals and experts respectively according to their individual condition and requirement. The cooperative institutions are all authoritative tertiary referral hospitals, which who could ensures the quality of treatment.



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4. All the medical assistants in NORGENNORGEN are Masters or Bachelors of Medicine, with over 10 years' experience of hospital management. They are being very familiar with the specification of medical records, they could which ensures normative and correct collection of medical records and reports. the normalization and validity of medical record collection.

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5. Professional medical interpreters of different languages ensure the fluent communication.

6. Professional customer service staffs help patients be familiar with Chinese health policies and medical procedures, which makes their treatment processes more smooth going.

7. Humanized reception service helps customers with all of their concerns, such as flight transfer, airport transportation, accommodation, transportation, hospitalization interpretation, etc, which make their stay in China more comfortable.

8. The cooperative lawyer with professional license will help customers with any medical dispute during treatment.

9. The strict procedures truly reflect customer' s individual condition. All the patients' medical records will have a process as follows: collected by medical assistant → translated by both medical interpreter and doctor → rechecked by customer → Chinese experts perform consultation performed and prescribe treatment plans → feed back to customer.

10. All the private medical record of customers will be kept confidentially to ensure individual privacy security.

10. All the private medical record of customers will be strictly confidential, which ensures the privacy security of every customer.