



Global Operations Specialist (m/f/d)

Possible start of work: immediately
Location: Konstanz, Germany

About Crisis24

Crisis24, a GardaWorld company, is widely regarded as the leading integrated risk management, crisis response, consulting, and global protective solutions firm, serving the world's most influential people, disruptive brands, and prominent organizations. Championed by our advanced Global Operation Centers and our skilled team of intelligence analysts, we offer highly specialized services, security and consulting, with the technology and AI to power it all across the globe.

At Crisis24, we go beyond mere employment; we pave the way to a realm where your skills become instrumental in shaping global security, guiding clients through a multifaceted and challenging landscape. Your journey with us will be deeply fulfilling, driven by a powerful sense of purpose and accomplishment. Within our thriving environment, you'll discover abundant chances for both personal and career advancement. Seize this moment to push your limits, broaden your expertise, and elevate your professional journey to unprecedented levels. Join the Crisis24 team today and be a part of something extraordinary where growth and impact converge.

More information is available at www.crisis24.garda.com

Who We Are Looking For

For our location in **Konstanz**, we are currently seeking an Global Operations Specialist (m/f/d) focusing on Medical Incidents to join us at the **earliest opportunity**.

As a Medical Operations Specialist, you do not need any previous medical knowledge or experience, but will use your customer care experience to provide professional support to our travelling and local population in the event of medical incidents. You will be responsible for **managing all ongoing and complex cases** through to completion including, but not limited to outpatient, inpatient, medical transportation cases including air ambulance and commercial repatriations, repatriation of mortal remains and billing cases.

Key to your role is **professional, efficient service delivery** and **ability to systematically work** through cases to completion supporting effective management of case volumes and activity.

Additionally, you will work closely with the Global Operations Coordinators (GOC) and in line with operational SOPs to deliver seamless assistance services. You will further support the activities of the Global Operations Coordinators, including inbound calls and inbox management according to business requirements.

What You Will Work On

- Managing all elements of ongoing and complex cases through to completion including: outpatient, inpatient, medical transportation cases including air ambulance and commercial repatriations, repatriation of mortal remains, high-cost cases, vulnerable cases and billing cases.
- Delivering professional medical and network led Medical Assistance services in line with client Standard Operating Procedures (SOPS) and protocols
- Working closely with the Global Operations Coordinators in line with First Call Desk (FCD) SOPs
- Work systematically through cases to completion to support case volumes and activity. Ensure all billing and finance elements complete including authorization of expenses and invoice settlement
- Support with inbound calls and Global Operations Coordinator activities in line with business needs
- Be ambassador for operational excellence
- Communicate professionally, employing excellent listening skills
- Setting clear customer expectations: Clear timelines for next steps, meeting agreed customer update timings, and handholding the customer through their journey with us
- Providing suitable alternatives and direction to clients to help resolve their problem
- Accurately maintaining the information recorded on the case management system
- Adhering to telephony and case handling Service Level Agreements
- Referring cases outside own level of authority through the correct escalation process
- Providing regular updates in a timely manner to operational management on high profile and cost cases, highlighting high risk (medically or reputational) cases to your line manager
- Collaborate effectively with the Medical, Global Network, Claims, and Finance teams for positive case outcomes
- Be responsive and empathetic to the needs of our customers, clients and colleagues
- Provide day to day support and guidance to new front-line staff and Medical Specialists, ensuring consistency, competence & efficiency in medical related response handling and operational tasks.
- Support the training, coaching, and mentoring of new starters.
- Availability also outside of working hours in case of emergencies, possibly also in form of an on-call duty.

What You Will Bring

- Previous, demonstrated experience working as a Medical Assistance Coordinator/ Global Operations Coordinator managing all case types effectively. Meeting/ exceeding all expectations of role
- Ability to work well under pressure in a fast-paced environment whilst supporting others
- Demonstrated ability to take ownership of problems and resolve them
- Effective time management and ability prioritize workload
- Excellent communication skills – verbal, written and interpersonal in both, German and English
- Collaborative approach to role and service delivery
- Can do will do attitude
- Fluency in a third language, including a European or Asian language an asset but not essential

What We Offer

In addition to working in an international environment with exciting subject matters, a unique combination of technical expertise and advanced data processing technology and modern work equipment, we offer the following benefits:

- Bonuses based on the overall success of the company
- Company pension scheme
- Further training opportunities
- Possibility of a Hansefit membership
- Coffee as much as you like as well as a fruit basket and subsidized lunch
- Team-building measures in everyday working life such as internal table football tournaments, joint BBQs and breakfasts

Information Security

Protect the data and systems of Crisis24 and its stakeholders by adhering to policies, reporting incidents and potential problems, completing regular training, and identifying opportunities for improvement.

Crisis24, A GardaWorld Company is dedicated to equal opportunity in employment. We are committed to a work environment that celebrates diversity. We do not discriminate against any individual based on race, color, sex, national origin, age, religion, marital or parental status, sexual orientation, gender identity, gender expression, military or veteran status, disability, or any factors protected by applicable laws.