



Job Specification

Fulfillment Specialist - Meraki

Employment status: Permanent

Reporting to: Fulfillment Lead

Location: Johannesburg

About Healthbridge

As Healthbridge we exist to transform healthcare to enhance people's lives. We creatively look for ways to make healthcare more affordable, accessible, and effective for all stakeholders in the industry. Our vision of being a leading Healthtech platform company drives us to find technical solutions to address the challenges the healthcare industry faces. Our innovative solutions ensure that patients, healthcare providers and other role players in the healthcare ecosystem benefit by collaborating together.

We seek high performers with a positive, growth mindset who will thrive in a culture based on strong values, accountability, openness, collaboration, and no politics.

About the team

The purpose of Meraki is to unlock our evolving value proposition for our clients in order for them and for Healthbridge to thrive.

To deliver to this Purpose, we:

- Actively protect our client base
- Shape our evolving value proposition and target markets
- Relentlessly sell, onboard, up-sell, and service our offering, always making the value proposition real
- Deliver WOW Service, Version digital
- Make the best use of our precious resources
- Live cloud by example

About Growth

Growth opportunities at Healthbridge are wide and varied, with excellent growth opportunities within the role itself to deepen your technical expertise and become a great leader. We are a dynamic and growing company

that rewards great performance with not only the standard progression (take-my-boss'-job) path, but also offers exciting opportunities to those wishing to expand their horizons.

Healthbridge is growing to become a R1B business. High-performing bridgians will grow with it!

About the Job



Role Purpose,

The purpose of this role is to make our value proposition real for clients by providing quality internal set-up at the start of on-boarding and quality coordination of installations by third parties.



Description

Key responsibilities include:

- Internal set-up of clients on our CRM system to start the onboarding process and ensure accurate billing
- Coordinate installation, re-installation, and on-boarding
- Maintain relationships with third-party installers
- Manage clients' expectations effectively
- Provide feedback on how to continuously improve fulfillment processes
- To process contracts accurately and efficiently
- Setup of clients on our myMPS and HB Clinical system
- Maintain accurate client records within CRM
- General administrative duties as delegated from time to time by management



Job Requirements

Qualifications & Experience

- National Senior Certificate (Matric)
- 2+ years admin
- 1+ years coordinating third parties
- Experience in demanding administrative environment (essential)
- Client services experience

Knowledge and skills

- Continuous learning to attain flawless knowledge of our products, services, and partners within the required time-frames
- Attention to detail
- Problem-solving
- Good communication skills
- Proficiency in English, and Preferably also in Afrikaans
- Professional telephone manner
- Good time management skills
- Planning
- Excel/Google sheets skills would be an added advantage

Competencies

- In Meraki, we hold ourselves to behavioural guidelines characterised by these phrases:
 - Tomorrow ain't gonna cut it
 - Dig deeper
- Quality is a habit, not an act
- Be accountable, own it
- As you are part of a team, trust, contribute, share and communicate
- Self-motivated and self-directed