



Job specification

Outbound Client Relations Consultant

HB Bureau CRM Team

Employment status: Permanent

Reporting to: Onboarding and Delivery Manager - HB Bureau

Location: Kwa-Zulu Natal OR Cape Town

About Healthbridge

As Healthbridge we exist to liberate life through transforming healthcare. We creatively look for ways to make healthcare more affordable, accessible and effective for everyone. Our innovative HealthTech 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 Bureau CRM team exists to create a seamless and efficient onboarding experience for clients joining the Healthbridge Bureau. This team plays a vital role in delivering client satisfaction and managing retention of the Healthbridge Bureau client base through the continuous unlocking of our value proposition, ensuring clients understand and can leverage the Bureau's services effectively.

About growth

Growth opportunities at Healthbridge are wide and varied, with excellent growth opportunities within the role itself to become a specialist. 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.

About the job

As a CRM Business Consultant, you will play a crucial role in overseeing the onboarding process for clients joining the Healthbridge Bureau. Your primary responsibility will be to ensure a seamless and efficient onboarding experience. Your ongoing contribution will be instrumental in managing retention of the Healthbridge bureau client base.

Role purpose



This position specifically involves:

- Unlocking our evolving value proposition by on-boarding and maintaining bureau market clients, and through continuous consulting with them identify and act upon opportunities to up-sell additional products and services and become their business champions
- Deliver on the desired end-to-end client experience by providing a consistently high standard of client service
- Measure and monitor our client experience always making the value proposition real
- Provide ongoing input to help shape our value proposition

Description

In this pivotal role, you serve as a facilitator between the client and the Healthbridge Bureau to ensure fast and sustained conversion of sales to satisfied clients. Your mandate is to build strong relationships with healthcare providers and ensure that our value proposition is delivered during the customer journey.

Duties will include:

- Act as the primary point of contact for clients throughout the onboarding process
- Guide clients through the adoption of the bureau service
- On-board and train bureau clients on products and processes through a combination of face-to-face, telephonic and digital channels
- Develop strong and trusted relationships with providers and unlock our value proposition through continuous high value interactions with them, supported by actionable insights
- Proactively identify client needs and recommend solutions to optimise our value proposition
- Update onboarding resources and maintain detailed records of all client interactions
- Collaborate with internal and external stakeholders to ensure a seamless onboarding experience and mutually beneficial customer journey
- Manage retention and growth of your allocated portfolio in order to maintain its profitability

Job requirements

Knowledge and skills

- Possesses in-depth knowledge of the medical services claims industry and healthcare coding systems
- Understanding of processes and systems used in the execution of practice management in the medical industry
- Enthusiasm to stay updated with industry developments and emerging trends in the healthcare sector
- Proficient in Ms Excel, Word, Powerpoint or the Google Workspace alternative
- Excellent communication and people skills (verbal and written)



- Effective time management and organisational skills to prioritise tasks and meet deadlines
- Analysis and problem solving skills
- Proficiency in English, and at least one other official language

Qualifications and experience

- National Senior Certificate (Matric), tertiary qualification preferred
- 4+ years experience in a client service role, within the healthcare and/or information technology sectors
- A minimum of 3 years of coding experience in the medical billing industry, showcasing an understanding of coding practices and industry standards
- 2+ years training clients on software products
- 2+ years upselling products and services to existing clients
- 2+ years building strong and trusted business-level relationships with clients
- Experience working on at least 3 PMA's (Practice Management Applications), demonstrating a versatile and comprehensive understanding of various systems
- A proven track record of navigating and optimising billing processes within the healthcare industry, with a keen eye for detail and compliance with coding and billing standards and regulations

Competence

- Exceptional interpersonal and relationship-building skills to establish trust and credibility with clients and internal stakeholders
- Collaborative and team-oriented approach to work effectively with cross-functional teams
- Can hold own ground during tough negotiations with different types of stakeholders, while remaining respectful, calm and mindful
- Excellent problem-solving and decision-making abilities in complex and dynamic situations
- Results-oriented with a focus on achieving targets and delivering on key objectives
- Adaptability and resilience to navigate through challenges and uncertainty
- Ethical and professional conduct with a commitment to integrity and confidentiality
- Dependable and diligent, consistently demonstrating trustworthiness and a strong work ethic