



Job specification

Inbound Business Consultant

Employment status: Permanent

Reporting to: IBC Lead

Location: Johannesburg

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 Purpose of the Client Experience (CX) Team is to deliver a consistent & remarkable client experience from cradle to grave, across all client touch points. Our CX team does this to achieve sustained business growth, promote client loyalty, and encourage brand advocacy.

To deliver to this Purpose, we:

- Design & deliver CX with digital flare to make it super simple for our clients to engage with us and get what they need when they need it
- Are focused on continuously delivering value to our clients
- Relentlessly measure & monitor our CX

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.



Role purpose

- To unlock our evolving value proposition by onboarding and maintaining lower revenue mass market clients digitally.
- Continuously consult with clients and act upon opportunities to up-sell additional products and services.
- Become our clients' trusted business champions.

Description

- Digitally deliver the desired end-to-end client experience for lower revenue mass market clients
- Develop strong relationships with your clients
- Ability to unlock our value proposition through high-value interactions with your clients, with insights attained through our process of continuous consultation
- Manage and take full ownership of the allocated client base
- Collaborate with Sales Consultants to ensure fast and sustained conversion of sales to satisfied clients
- On-board new clients and ensure yield metrics are met
- Upsell VAS or new product features to your current client base
- Train existing clients on new products or processes through a combination of telephonic and digital channels
- Ensure churn of your client base is within budgeted targets
- Maintain detailed records of all client interactions in CRM
- Collaborate with Sales Consultants to grow your region and maintain its profitability
- Ensure clients continually experience a "Remarkable CX" infused with digital experiences

Job requirements

Knowledge and skills

- Analysis and problem-solving
- Mindfulness
- Attention to details
- Relationship-building at all levels
- Proficiency in English, and at least one other official language
- Excellent communication and problem-solving skills
- Planning and organisational skills
- Time- and self-management skills
- Negotiation and upselling skills
- A sound understanding of the SA private medical industry as well as medical practices is highly advantageous



Qualifications and experience

- National Senior Certificate (Matric), but tertiary qualification preferred
- 2+ years in client service in the healthcare and/or information technology sectors
- 1+ years of training clients on software products
- 1+ years upselling products and services to existing clients
- 1+ years building strong and trusted business-level relationships with clients
- 2+ years admin
- 1+ years coordinating third parties

Behavioural Competencies

- Self-motivated and self-directed
- Able to work within a team environment, "you are only as good as your team"
- Patience and flexibility
- Ability to use positive language together with a positive attitude • Deliver quality
- Ability to exercise empathy
- Collaboratory skills
- Desire to learn and grow your knowledge
- Tenacious

