



## Job specification

### Outbound Business Consultant

#### Meraki: Inland

**Employment status: Permanent**

**Reporting to: Regional Business Development Manager**

**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 and remarkable client experience from cradle to grave, across all client touch points. Our CX team does this in order to achieve sustained business growth, promote client loyalty and encourage brand advocacy.

To deliver to this Purpose, we:

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

## About the job

As an Outbound Business Consultant, you will play a crucial role in delivering an exceptional experience to our clients. Your ongoing contribution will be instrumental in ensuring clients practices are performing as expected and managing client retention ("client for life").

## Role purpose

- To unlock our evolving value proposition by on-boarding and maintaining larger mass market clients, and through continuous consulting to them and trend analysis, identify and act upon opportunities to up-sell additional products and services and become their business champions
- Provide input to help shape our value proposition

## Description

- **Client Experience & Relationship Management:** Take full ownership of the allocated client base, ensuring they receive a remarkable customer experience at every touchpoint.
- **Provider Engagement:** Build and nurture strong relationships with providers, leveraging actionable insights and tailored strategies to demonstrate our value proposition.
- **New Business Collaboration:** Partner with New Business Consultants to accelerate sales conversion and ensure seamless onboarding, driving sustained client satisfaction.
- **Client Training & Support:** Onboard new clients and provide ongoing training on products and processes using a mix of face-to-face, telephonic, and digital channels.
- **Data-driven Consulting:** Analyse relevant client data, extract insights, and recommend actions to optimise product usage and support client success.
- **Change Management:** Guide clients through change management processes to maximise product adoption and outcomes.
- **Upselling & Negotiation:** Identify opportunities for upselling and effectively negotiate to enhance client value while maintaining profitability.



- **CRM Maintenance:** Document and track all client interactions in our CRM system, ensuring accurate and up-to-date records.
- **Regional Growth:** Collaborate with New Business Consultants to expand and sustain the growth and profitability of your region.

## Job Requirements

### Qualifications and experience

- National Senior Certificate (Matric), but tertiary qualification preferred
- 4+ years in client service in the healthcare and/or information technology sectors
- 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

### Knowledge and skills

- Sound knowledge of the SA private medical industry and medical practices is highly advantageous.
- Negotiation and upselling skills
- Ability to interpret relevant client data and drive appropriate actions
- Ability to drive optimal product usage through effective change management with clients
- Proficiency in English, and at least one other official language
- Excellent communication skills
- Planning and organisational skills
- Time- and self-management skills

### 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
- Desire to learn and grow your knowledge
- Tenacious