



## Job specification

### Digital Chat Consultant

#### Meraki

**Employment status: 6 Month Contract**

**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 assisting with the migration of Healthbridge clients from myMPS to Healthbridge Nova via our digital chat platforms.
- Continuously consult clients, identifying issues, providing solutions by responding to clients through live chats with speed, whilst providing courteous and professional customer service.
- Become our clients' trusted business champions.

## Description

Key responsibilities include:

- Digitally deliver on the desired end-to-end client experience by assisting Healthbridge clients migrate from myMPS to HB Nova.
- Develop strong relationships with your clients.
- Ability to unlock our value proposition through high value interactions with clients, with insights attained through our process of continuous consultation.
- Manage and take full ownership of the digital chat platforms.
- Digitally support Healthbridge clients via the online chat and messaging platforms, responding to inquiries, providing information, and offering assistance.
- Assist our clients in navigating our products, addressing their questions, concerns, and technical issues through a combination of telephonic and digital channels.
- Maintain detailed records of all client interactions by documenting in CRM, including nature of inquiries, solutions provided, and any follow-up actions.
- Troubleshoot and resolve customer queries, escalating complex issues to higher levels of support when necessary.
- Collaborate with the different teams, and the Business Consultants to ensure consistent and fast resolution, and satisfied clients.
- Maintain a high level of professionalism and customer service etiquette in all interactions with clients.
- Meet or exceed performance targets, including response time, customer satisfaction scores, and chat volume goals.
- Stay updated on product knowledge and the company's policies to provide accurate and up-to-date information to clients.
- Ensure clients continually experience a "Remarkable CX" infused with digital experiences.

## Job requirements

### Qualifications and experience

- National Senior Certificate (Matric), but relevant tertiary qualification preferred.
- 1+ years in client service or chat support in the healthcare and/or information technology sectors is a plus but not required.
- 1+ years building strong and trusted business-level relationships with clients.
- 1+ years administrative experience
- 1+ years experience coordinating third parties.



### **Knowledge and skills**

- Good communication skills
- Proficiency in English, and preferably also in Afrikaans
- Professional telephone manner
- Good time management skills
- Planning.
- Proficiency in Excel/Google Sheets would be an added advantage.

### **Behavioural Competencies**

- Attention to detail
- Ability to solve problems
- 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.
- Highly focused on delivering quality.
- Ability to exercise empathy and a customer-focussed attitude.
- Desire to learn and grow your knowledge.
- Tenacity and ability to adapt to changing processes and technologies.

