



# Job specification

## Outbound Business Consultant

### Meraki: Coastal

**Employment status: Permanent**

**Reporting to: Business Development Manager**

**Location: 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 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 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

- Deliver on the desired end-to-end client experience for larger mass market clients
- Develop strong relationships with providers and unlock our value proposition through high value interactions with them, supported by actionable insights provided to you by us combined with insights attained through your process of continuously consulting
- Manage and take full ownership of the allocated client base
- Assist the New Business Consultants unlock our value proposition for their client base
- On-board new clients and train existing clients on new products or processes through a combination of face-to-face, telephonic and digital channels
- Maintain detailed records of all client interactions in CRM
- Collaborate with New Business Consultants to grow your region and maintain its profitability
- Collaborate with New Business Consultants to ensure fast and sustained conversion of sales to satisfied clients
- Ensure clients continually experience a "Remarkable CX".



## Job requirements

### Qualifications and experience

- National Senior Certificate (Matric), but tertiary qualification preferred
- 4+ years in client service in the healthcare sector (Additional experience in the information technology sector is beneficial)
- 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 as well as medical practices is highly advantageous.
- Proficiency in both English & Afrikaans language
- Excellent communication skills
- Planning and organisational skills
- Time- and self-management skills
- Negotiation and upselling 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