



## Job specification

### Outbound Business Consultant

#### iHealth

**Reporting to: Head of CRM: iHealth & Bureau Services**

**Location: Umhlanga - Durban**

#### 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 through collaboration.

We are working hard to become the platform that makes healthcare thrive, for all.

We seek high performers with a positive, growth mindset who will thrive in a culture grounded in strong values, accountability, openness, collaboration and zero politics.

#### About the team

The Client Success team is committed to delivering a consistent and remarkable client experience across all touchpoints. We focus on achieving sustained business growth, promoting client loyalty, and encouraging brand advocacy by:

- Designing and delivering user-friendly digital solutions.
- Continuously providing value to our clients.
- Relentlessly measure and monitor client experience.

#### About growth

Growth opportunities at Healthbridge are wide and varied, starting with excellent growth opportunities within the role itself. We are a dynamic and growing company that rewards great performance with not only the standard progression path (take-my-boss's-job) but also offers exciting opportunities to those wishing to expand their horizons.



## About the job

As a Business Consultant, you will play a vital role in ensuring our clients have an exceptional experience. Your primary focus will be on onboarding new clients, ensuring client practices are performing optimally, and managing client retention to foster long-term relationships. This involves understanding their specific needs, providing tailored solutions, proactively addressing challenges, and serving as their trusted advisor to maximise their satisfaction and success with our services.

## Role Purpose

To enhance our value proposition by onboarding and maintaining larger mass market clients. This involves continuous consulting, identifying opportunities to upsell additional products and services, and becoming a trusted business champion for our clients.

## Responsibilities

- Deliver an exceptional end-to-end client experience.
- Develop strong relationships with providers by offering valuable insights and support.
- Take full ownership of the assigned client base.
- Onboard new clients and train existing ones on products and processes through various channels (in-person, telephonic, digital).
- Maintain thorough records of all client interactions in the CRM system.
- Collaborate with New Business Consultants to drive regional growth and ensure smooth sales conversions.
- Analyse client data to optimise product usage and support client success.
- Guide clients through change management processes.
- Identify and pursue upselling opportunities to enhance client value and sustain profitability.
- Record all client queries on the Service Desk Plus (SD+) platform.

## Job requirements

### Qualifications and experience

- National Senior Certificate (Matric).
- Relevant tertiary qualification preferred.
- 5+ years of client service experience in the healthcare and information technology sectors.
- 2+ years of experience in training clients on software products.
- 2+ years of experience in upselling products and services to existing clients.



### **Knowledge and skills**

- Sound knowledge of the SA private medical industry and medical practices is highly advantageous.
- Proficiency in English
- Excellent communication skills.
- Strong planning and organisational skills.
- Effective time and self-management skills.
- Negotiation and upselling skills.
- Ability to drive effective change management with clients.

### **Behavioural Competencies**

- Self-motivated and self-directed
- Strong team player
- Patience and flexibility
- Positive attitude and use of positive language
- Commitment to delivering quality
- Ability to exercise empathy
- Desire for continuous learning and growth