



# Job Specification

## Client Experience Operations Manager

**Employment status:** Permanent  
**Reporting to:** Executive: Meraki Client Experience  
**Location:** Johannesburg

### About Healthbridge

At Healthbridge, we exist to transform healthcare to enhance people's lives. We creatively look for ways to make healthcare more affordable, accessible, and effective for everyone. Our innovative solutions ensure that patients, healthcare providers, and other role players in the healthcare ecosystem benefit by collaborating.

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.

### The Meraki CX Team Vision

We deliver exceptional client experience (CX) along the client journey to create lifelong clients who advocate for Healthbridge.

### About Growth at Healthbridge

Growth opportunities at Healthbridge are wide and varied. 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

The **Client Experience Operations Manager (CX Ops Manager)** is responsible for overseeing the operational aspects of the client experience - primarily onboarding and service.

This role focuses on building and optimising processes that enhance the overall client journey, ensure high client satisfaction, and drive retention.

The CX Ops Manager works cross-functionally to implement strategies, lead teams, and embed a culture of service excellence and continuous improvement.



## Key Responsibilities

- **Lead Client Onboarding and Client Service Teams**  
Manage and develop the teams responsible for delivering high-quality onboarding and ongoing support experiences for all Healthbridge clients.
- **Client Journey Mapping & Process Documentation**  
Map, document, and optimise client journeys across onboarding and service functions.
- **Streamline & Optimise Client Operations**  
Drive process digitisation, automation, and AI-powered optimisation to enhance efficiency and reduce cost - while maintaining a seamless, high-quality client experience.
- **Technology & Systems Alignment**  
Lead the implementation of tools and systems that drive seamless experiences.
- **Develop & Implement SOPs**  
Standardise procedures to ensure consistent and high-quality service delivery.
- **Monitor & Manage Key CX Metrics**  
Track performance metrics such as NPS, CSAT, and churn, taking corrective actions as needed.
- **Drive Client Retention & Satisfaction**  
Embed processes and initiatives to retain clients for life, reducing churn proactively.
- **Client Issue Resolution & Backlog Management**  
Own the triaging and resolution of client issues and product cases, ensuring they are accurately tracked, prioritised, and resolved efficiently. Maintain an up-to-date operations backlog to support continuous improvement, while driving a collaborative, client-focused approach to escalations and issue resolution.
- **Client Feedback & Improvement Loops**  
Implement systems to gather, analyse, and act on client feedback across all touchpoints.
- **Cross-functional Collaboration**  
Partner with internal teams such as Sales, Marketing, Product, Digital, and Training to drive CX initiatives and maintain service-level excellence.
- **Team Leadership**  
Inspire, coach, and develop team leads and their teams for peak performance and growth.



## Job Requirements

### Qualifications & Experience

- National Senior Certificate (Matric) is essential
- Tertiary qualification in Business Administration, Commerce, Finance, IT, or related field (advantageous)
- 5+ years experience in designing and implementing CX process improvements
- 3+ years experience in CX/client service within healthcare and/or information technology sectors
- 3+ years of demonstrated success in leading and delivering projects
- 3+ years leading managers of teams

### Leadership Competence

- Strong leadership and motivational skills
- Builds high-performing, collaborative teams
- Leads by example and earns trust
- Assesses and develops team members effectively
- Confident, credible, and values-driven

### Technical Competence

- Proficiency in CRM platforms (e.g. Salesforce), customer feedback tools, analytics software
- Strong understanding of CX metrics (e.g. NPS, CSAT) and journey mapping
- Skilled in developing and implementing standard operating procedures
- Ability to set targets, monitor performance, and report effectively
- Strong prioritisation and communication skills
- Technically adept and digitally fluent
- Experience with AI-driven tools for automating processes, enhancing insights, and personalising client experiences, including chatbots, sentiment analysis, and predictive analytics.

### Behavioural Competence

- Purpose-driven and aligned with Healthbridge values
- Structured in thinking, communication, and execution
- Collaborative yet decisive in cross-team coordination
- Problem-solving, analytical, and solutions-oriented
- Empathetic listener and communicator
- Creative thinker with a growth mindset
- Detail-oriented and resilient under pressure
- Client-obsessed and output-driven
- Comfortable with change, ambiguity, and innovation