![healthbridge logo - good business. best practice.]

Job specification

Client Support Specialist

Meraki

Employment Status: Permanent

Reporting to: Team Lead - Technical Support

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 in order to achieve sustained business growth, promote client loyalty and encourage brand advocacy.

To deliver to this Purpose, we:

- Design & deliver CX with digital flair 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

- Client Service Center (1st & 2nd line support)
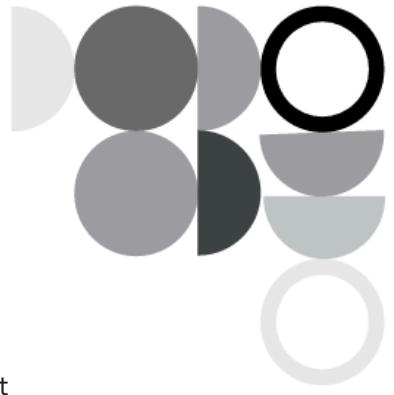
About growth

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

Make our value proposition real by wowing clients with superior resolution of support queries that have been transferred from Client Support consultants, and provide input to help shape our value proposition.

Description

Key responsibilities include:

- Deal with queries transferred from Client Support consultants in line with the defined client experience, service targets and WOW Service guiding principles.
- Log queries and all activities to resolve the same completely, accurately, and in real-time.
- Log Product Escalation cases as appropriate when deeper technical intervention is required
- Triaging SQL databases to analyse data for inconsistencies.
- Responsible for actively managing and prioritising the backlog of P3 cases to ensure consistent progress and timely closure.
- Assist with other technical escalations and provide support to peers to maximise overall team effort and efficiency.
- Proactively identify patterns and trends across support queries to detect potential systemic technical issues; alert and escalate these for investigation to prevent widespread impact.
- Identify interventions that would make our value proposition more relevant to our clients, and initiate the required actions to achieve this
- Familiar with Meraki systems and troubleshooting
- Other duties that may be assigned from time to time

Job requirements

Qualifications and experience

- National Senior Certificate (Matric), but a tertiary qualification is preferred
- 2+ years in client service in the healthcare and/or information technology sectors
- 1+ years of training clients on software products

- 1+ years building strong and trusted business-level relationships with clients
- 2+ years admin
- 1+ years coordinating third parties

Knowledge and skills

- Analysis and problem-solving.
- Mindfulness
- Attention to details
- Relationship-building at all levels
- Proficiency in English and at least one other official language
- Excellent communication and problem-solving skills
- Planning and organisational skills
- Time- and self-management skills
- Negotiation and upselling skills
- SQL (MySQL, SSMS, BigQuery) - Highly advantageous
- A sound understanding of the SA private medical industry, as well as medical practices highly advantageous.

Competence

- 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
- Able to upskill a team of peers