

Job specification

Outbound Business Consultant

Healthbridge Bureau CRM Team

Employment Status: Permanent

Reporting to: Onboarding and Delivery Manager: Healthbridge Bureau

Location: Umhlanga, KZN

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

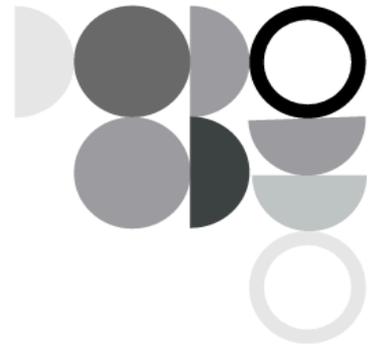
The Purpose of the Bureau Client Relations (CRM) Team is to deliver a consistent & remarkable client experience from cradle to grave, across all client touch points. Our focus is on achieving sustained business growth, promoting client loyalty, and encouraging brand advocacy.

To deliver to this Purpose, we:

- Design and deliver user-friendly solutions that make it simple for our clients to engage with us.
- Relentlessly on-board, up-sell and service our offering, always making the value proposition real.
- Are focused on continuously delivering value to our clients.
- Continuously measure & 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.



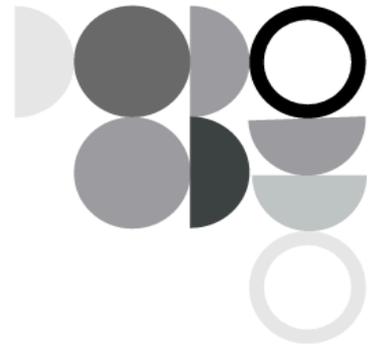
Role Purpose

The role focuses on delivering the organisation's evolving value proposition by onboarding and managing Higher-revenue mass market clients, while continuously consulting with them to identify and act on opportunities to up-sell additional products and services, ultimately positioning the role holder as a trusted business champion for clients.

Description

Key responsibilities include:

- Deliver the desired end-to-end client experience for higher revenue Healthbridge Bureau clients.
- Develop strong relationships with clients 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.
- Ensure churn of your client base remains below budgeted targets.
- On-board new clients and ensure yield metrics are met.
- Collaborate with Bureau Sales and Admin Teams to ensure fast and sustained conversion of sales to satisfied clients.
- Train new and existing clients on new products or processes through a combination of face-to-face and digital channels.
- Assist clients using our bureau service by addressing client inquiries, concerns and administrative support through a combination of face-to-face and digital channels.
- Troubleshoot and resolve customer queries, escalating complex issues to higher levels of support when necessary.
- Maintain detailed records of all client interactions in CRM, providing adequate detail pertaining to the nature of inquiries, solutions provided, and follow-up actions
- Collaborate with the Bureau Admin Team to ensure consistent and fast resolution, and satisfied clients.
- Upsell Value Added Services (VAS) or new product features to your current client base.
- Grow your portfolio and maintain its profitability.
- Ensure clients continually experience a "Remarkable CX" infused with face-to face and digital experiences.



Job requirements

Qualifications and experience

- National Senior Certificate (Matric)
- A relevant tertiary qualification is advantageous.
- 4+ years experience in a client service role, within the healthcare and/or information technology sectors.
- A minimum of 3 years of coding experience in the medical billing industry, showcasing an understanding of coding practices and industry standards.
- 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.
- Experience working on at least 3 PMA's (Practice Management Applications), demonstrating a versatile and comprehensive understanding of various systems
- A proven track record of navigating and optimising billing processes within the healthcare industry, with a keen eye for detail and compliance with coding and billing standards and regulations.

Knowledge and skills

- Analysis and problem-solving
- Mindfulness
- High attention to detail
- Relationship-building at all levels
- Proficiency in English, and at least one other official language
- Excellent communication and problem-solving skills
- Exceptional planning and organisational skills - ability to juggle multiple tasks at any given time
- Time- and self-management skills
- Negotiation and upselling skills
- A sound understanding of the SA private medical industry, as well as medical practices, is highly advantageous

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
- Resilient