



Job specification

Fulfilment Specialist

Meraki

Employment status: Six Months Contract

Reporting to: Fulfilment Lead

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 flare 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

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

The purpose of this role is to make our value proposition real for clients by providing quality internal set-up at the start of on-boarding and quality coordination of installations by third parties.

Description

Key responsibilities include:

- Administrative duties (managing emails and making calls to funders)
- Managing internal and external clients expectations effectively
- To process contracts accurately and efficiently
- Setup of clients on our myMPS and HB Clinical system as well as our internal CRM system.
- Maintain accurate client records within CRM
- Provide feedback on how to continuously improve fulfillment processes

Job requirements

Knowledge and skills

- Continuous learning to attain flawless knowledge of our products, services, and partners within the required time-frames
- Attention to detail
- Problem-solving
- Good communication skills
- Proficiency in English, and Preferably also in Afrikaans
- Professional telephone manner
- Good time management skills
- Planning
- Excel/Google sheets skills would be an added advantage

Qualifications and experience

- National Senior Certificate (Matric)
- 3+ years admin
- Experience in demanding administrative environment (essential)
- Client services experience (essential)

Behavioural Competencies

- High attention to detail
- Able to work well under pressure and meet deadlines
- Good communication skills
- Team player
- Goal driven with a strong work ethic