



# Job Specification

## Client Support Consultant

<b>Employment status:</b>	Permanent
<b>Reporting to:</b>	Client Support Manager
<b>Location:</b>	JHB

### About Healthbridge

At Healthbridge we believe in transforming 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 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 Healthbridge Integrated Services (HbIS) is to unlock our evolving value proposition for our clients in order for them and for Healthbridge to thrive.

- To deliver to this Purpose, we:
- Actively protect our client base
- Shape our evolving value proposition and target markets
- Relentlessly sell, on-board, up-sell and service our offering, always making the value proposition real
- Deliver WOW Service, Version digital
- Make best use of our precious resources
- Live cloud by example

### 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.

### About the Job



## Role Purpose

Make our value proposition real by wowing clients and prospective clients with our first-point-of-contact resolution of incoming, to ensure business continuity and a consistent experience. Provide input to help shape our value proposition



## Description

- Deal with incoming queries from clients and prospective clients in line with the defined client experience, service targets and our service guiding principles
- Log queries and all activities to resolve same completely, accurately, and in real-time
- Escalate queries that cannot be resolved within the defined time-period to the Client Support Specialist, or log a product support case as appropriate
- Identify interventions that would make our value proposition more real to our clients, and initiate the required actions to achieve this
- Troubleshoot issues using traditional PMA systems
- Other duties that may be assigned from time to time



## Job Requirements

### Knowledge and Skills

- Continuous learning to attain flawless knowledge of our products and services within the required time-frames
- Attention to detail
- Mindfulness
- Ability to deal positively with upset clients
- Typing-proficiency of a level that allows the real-time capturing of query-resolution activities performed by you will be preferred
- Excellent communication skills, both written and verbal
- Ability to multitask
- Proficiency in English, and at least one other official language, preferably more
- Punctuality
- Ability to work under pressure
- A patient and empathetic attitude
- Adaptability and flexibility
- Great active listening skills
- Time management skills
- Strong PC and technical knowledge
- Google Workspace
- Windows
- Internet Explorer / Browser

### Qualifications and Experience

- National Senior Certificate (Matric)

- +2 years inbound call centre experience

### **Competence**

- In , we hold ourselves to behavioural guidelines characterised by these phrases:
  - Tomorrow ain't gonna cut it
  - Dig deeper
  - Quality is a habit, not an act
  - Be accountable, own it
  - As you are part of a team, trust, contribute, share & communicate
- Self-motivated and self-directed