



Job Specification

Digital Chat Consultant

Employment status: 6 Month Contract (assist with HB Nova Migration)

Reporting to: IBC Lead

Location: 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 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.

About the Job



Role Purpose

- To unlock our evolving value proposition by assisting with the migration of Healthbridge clients from myMPS to Healthbridge Nova via our digital chat platforms
- Continuously consult clients, identifying issues, providing solutions by responding to clients through live chats with speed whilst providing courteous and professional customer service
- Become our clients trusted business champions



Description

- Digitally deliver on the desired end-to-end client experience by Assisting Healthbridge clients migrate from myMPS to HB Nova
- Develop strong relationships with your clients
- Ability to unlock our value proposition through high value interactions with clients, with insights attained through our process of continuous consultation
- Manage and take full ownership of the digital chat platforms
- Digitally support Healthbridge clients via the online chat and messaging platforms, responding to inquiries, providing information, and offering assistance
- Assist our clients in navigating our products, addressing their questions, concerns and technical issues through a combination of telephonic and digital channels
- Maintain detailed records of all client interactions by documenting in CRM, including nature of inquiries, solutions provided, and any follow-up actions
- Troubleshoot and resolve customer queries, escalating complex issues to higher levels of support when necessary
- Collaborate with the different teams, and Business Consultants to ensure consistent and fast resolution and satisfied clients
- Maintain a high level of professionalism and customer service etiquette in all interactions with clients
- Meet or exceed performance targets, including response time, customer satisfaction scores and chat volume goals
- Stay updated on product knowledge and company policies to provide accurate and up-to-date information to clients
- Ensure clients continually experience a "Remarkable CX" infused with digital experiences



Job Requirements

Knowledge and Skills

- Analysis and problem solving skills and ability to think quickly

- Mindfulness and attention to details
 - Relationship-building at all levels
 - Proficiency in English, and at least one other official language
 - Excellent communication and problem-solving skills
 - Excellent written communication skills with a strong command of grammar and spelling
 - Ability to handle multiple chat conversations simultaneously
 - Planning and organisational skills
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- Time- and self-management skills
 - Negotiation and upselling skills
 - Sound understanding of the SA private medical industry as well as medical practices highly advantageous

Qualifications and Experience

- National Senior Certificate (Matric), but tertiary qualification preferred
- 1+ years in client service or chat support in the healthcare and/or information technology sectors is a plus but not required
- 1+ years building strong and trusted business-level relationships with clients
- 1+ years admin
- 1+ years coordinating third parties

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 and a customer-focussed attitude
- Desire to learn and grow your knowledge
- Tenacious and ability to adapt to changing processes and technologies