



JOB DESCRIPTION

SALES AND OPERATIONAL SPECIALIST

Reporting to: *General Manager -Sales & New Business: Providers*

DESCRIPTION

The Sales and Operational Specialist is responsible for effective communication, collaborating with the Provider team, and establishing trust-based relationships with clients (Doctors and private hospitals). The role requires strategic thinking, an analytical mindset, and robust problem-solving skills.

DUTIES AND RESPONSIBILITIES

- Effectively articulate how to add value through our services and solutions by understanding the MediKredit brand products, its values and positioning in the marketplace.
- Achieve required targets by having appropriate sales experience.
- Approach the management of his/her account in a systematic way by identifying the strategy to be used to develop and grow the account profitably.
- Encourage revenue growth by inspiring clients to additional services.
- To implement (activate, install and train) all new clients signed up.
- Resolve incidents, operational and technical issues experienced by our clients by following the processes as determined within the company.
- Build enduring internal and external relationships and display an understanding of the Healthcare industry, business environment and strategy to identify current and future opportunities.
- Take ownership of clients by passionately advocating the client requirement, whilst keeping sight of the need to increase revenue and improve efficiency.
- Responsible for driving client satisfaction.
- Develop open and effective channels of communication with clients within assigned account.
- Become the point of contact for clients to establish a strong business relationship.
- Facilitate and present review meetings with healthcare practices.



EXPERIENCE AND QUALIFICATIONS REQUIRED

- Matric
- IT qualification / healthcare related qualification would be an advantage.
- Experience in a Client Relationship role
- Experience in sales is preferred.
- Healthcare industry experience related to EDI claims processes.
- Technical experience (computer related)
- Client Training experience

SKILLS REQUIREMENTS

- Proficiency in Microsoft Office packages (Word, Excel, PowerPoint, Outlook and MS Teams)
- Teamwork and leadership skills
- Customer-oriented mindset
- Aptitude for fostering positive relationships.
- Excellent communication skills (Social and Interpersonal)
- Information Technology (IT) Skills
- Selling and Negotiation handling skills
- Problem Solving ability.
- Energy/Drive
- Results Orientation

COMPUTER LITERACY

- Proficiency with Microsoft Office
 - Excellent proficiencies with Excel, Word, and PowerPoint.

WORK REQUIREMENTS

- The position will be based in Sunninghill, Sandton.
- Valid driver's licence, with own car (travel is required)

THE EMPLOYMENT EQUITY APPROACH OF UNIVERSAL HEALTHCARE BROADLY AIMS TO:

- Foster diversity in the workplace.



- Promote equal opportunity and fair treatment in employment through the elimination of all forms of unfair discrimination.

REMUNERATION

- A competitive salary and benefits will be negotiated, consistent with experience and the role and responsibilities of the position.