



Job Specification

Key Account Manager

Employment status:	Permanent
Reporting to:	Strategic Sales Manager
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 Sell Value 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

To contribute to the profitability of Healthbridge through initiating new partnerships, managing existing ones, relationship management and reporting.



Description

- Manage the existing partner relationships to optimise business retention
- Source new partners in line with Healthbridges strategy
- Ensure that all partners adhere to contractual obligations
- Enforce adherence to SLA's by partners
- Keep up to date with industry and product knowledge
- Build effective relationships with partners as an integral part of the account management plan
- Build appropriate internal relationships at all levels to enable the delivery of a seamless partner service
- Provide a coordinating point of contact for the partner
- Create monthly partner dashboards and ensure monthly feedback both internally and to partners in a consistent and structured manner
- Coordinate regular face to face partners visits
- Assist with preparation of statistical reviews and reports and present such reports to partners
- Deal with partner complaints; maintaining partner satisfaction with the service at all times
- Contribute to product teams addressing business issues as required
- Contribute to the design, development and implementation of a Strategic Sales Strategy to assist the organisation to increase MyMPS revenue
- Maintaining partner information on relevant databases
- Taking current manual partner processes and finding ways to automate them

Key Indicators

- Revenue: increase MyMPS and iHealth revenue
- Information: all management and partner information is compiled accurately and timeously
- Automation: reducing manual work
- Quality: external partner satisfaction levels regarding account management specified criteria – meet or exceed service expectations



Job Requirements

Knowledge and Skills

- Collaboration across teams
- Organisational skills
- Exstream attention to details
- Data analysis
- Building and maintaining relationships with key stakeholders
- Conflict resolution
- Proficient in English, and at least one other official language, preferably more

Qualifications and Experience

- National Senior Certificate (Matric)
- Relevant tertiary qualification to understand and engage with business and performance management/improvement principles/practices

- Has a conceptual understanding of business mission and strategy, as well as the performance implications of this strategy with regard to market success
- Is computer literate
- Has financial acumen - understands and is able to interpret financial data relevant to the business
- Has knowledge and understanding of Dealers, PMA's and IPA's

Competence

- In Sell Value, 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
- Communicates clearly and openly with all levels of staff in the line (verbally and non-verbally)
- Knows how to question and probe for information - Asks the right questions at the right time in the right way
- Is a good listener who actively clarifies what has been communicated to ensure understanding
- Encourages and seeks to understand other viewpoints and perspectives
- Is easily approachable
- Encourages feedback and is open to ideas and/ or criticism
- Establishes and maintains collaborative partnerships with individuals across a broad range of people and groups
- Is able to defuse disagreements, difficult and sensitive situations.