

Work Title

Client Onboarding Specialist

Reports To

Managing Director

Location

Port Elizabeth

Job Overview

The Client Onboarding Specialist will set up pharmacies for immediate success by facilitating the onboarding process for new accounts. As a Customer Onboarding Specialist, you will educate new clients, help solve technical problems, and ensure smooth adoption of our products and services. Busymed prioritizes delivering an amazing client experience and this is the first step in the process.

The ideal candidate is high energy, experienced with web-based technologies, passionate about helping clients and excels at communication via phone and email. Successful candidates will have the ability to quickly learn new technologies and communicate those concepts with varying degrees of technical expertise.

Responsibilities and Duties

- Become a Busymed product expert.
- Provide detailed product walkthroughs and assist many new clients with product demonstrations, onboarding and implementation.
- Ensure clients receive superior service.
- Collaborate with operations, client relations, and last mile teams.
- Leverage feedback for continuous improvement to the onboarding process.
- Develop a deep understanding of clients businesses and operational objectives.
- Establish strong relationships with new client stakeholders and deepen relationships with existing client stakeholders

Position Requirements

- Experience with web-based technologies
- Excellent communications skills
- Evidence of consistently excelling at what you do
- Strong problem solving and analytical skills
- Extreme attention to detail
- Ability to work independently and manage multiple priorities
- Matric or higher qualification

Offer

R10 000 pm with added commission for each new client onboarded – 6 months contract (option for permanent if candidate excels)

*Please email your CV to careers@busymed.co.za . If you do not receive a response within 14 working days, please assume your application is unsuccessful.