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Customer Acquisition Manager at Tibu Health

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Job Description

(adsbygoogle = window.adsbygoogle || []).push({}); Who are we? TIBU Health was founded in by a small team of health and technology experts with one objective in mind: make it easier for people to obtain high quality healthcare services. We adopt the latest, most advanced technologies in health and logistics to provide patients with a convenient and coordinated end-to-end healthcare experience that results in better health outcomes, healthier lives and with more time to spend on the things that matter to our patients. We're a different kind of healthcare company and thrilled to be reshaping how people access healthcare service in Africa.

Responsibilities

GROWTH

Responsible for strengthening and developing relationships with new and existing referral sources for Tibu.

Drive increased revenue and profit to achieve the Tibu channel's growth.

Take ownership of the management of the B2C sales vertical

Provide market feedback to company leadership regarding competitive offerings, prospect needs and generate product development ideas.

Analyse, document and communicate the progress of weekly, monthly, quarterly objectives to internal stakeholders; identify areas of concern and assist in generating solutions

Collaborating with marketing teams to create marketing goals to ensure share of market and profitability of products and services.

Coordinating with CS to ensure the timely and successful delivery of Tibu's solutions according to customer needs.

Monitor and analyse customers' adoption of the home, virtual and clinic service delivery channels

Sustaining rapport with key clients (VIPS) by making periodic visits to explore specific needs and anticipate new opportunities.

PRODUCT

Be an active member in the product development process, gathering customer feedback and communicating it to the product and marketing team.

Conducting marketing surveys on current and new product concepts in collaboration with the marketing team.

Monitor the industry development and wellness hub competitive landscape, identify key trends and developments and regularly update the senior manager team, bringing ideas on new business opportunities to the table.

STRATEGY

Planning and coordinating the implementation of business changes/ directions for the business channels

Developing a robust commercial strategy and tactic to unlock revenue potential for Tibu Health.

building and maintaining relationships with clients, consistently multi-tasking between new client acquisition and relationship management.

Reporting on return on investments of activities carried out.

Performing any other related duties as may be assigned from time to time.

Cross References and Citations:

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