

Patient Support Specialist Supervisor at MyHealth Africa

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Company: JobWebKenya

Location: Kenya

Category: computer-and-mathematical

Job Description

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My Health Africa was created to help strengthen the health sector across Africa for both patients and doctors.

The role

We seek a highly motivated and experienced Patient Support Supervisor to lead a team of specialists in providing high-quality service and exceptional customer care to our patients. The successful candidate will be responsible for setting team performance targets, monitoring metrics, providing feedback, and coaching to team members, and developing and implementing training programs. Additionally, the candidate will identify risks to team performance, build positive relationships with team members, and manage patient complaints.

The role will occasionally require the successful candidate to work flexible hours, including weekends and public holidays. This is a unique role to join a fast-growing and high-impact company as we start our rapid expansion across Africa.

Key responsibilities

Lead and manage a team of patient support specialists to consistently provide our patients with high-quality service and exceptional customer care standards.

Set monthly team performance targets and quarterly objective key results, report on team performance to management weekly, and monitor team performance metrics.

Conduct regular staff performance evaluations and provide feedback and coaching to team members to improve their performance.

Develop and implement training programs to improve the team's skills and knowledge.

Lead training and induction of all new members of the team.

Use the CRM system effectively to manage customer interactions, monitor team performance, and identify areas for further improvement.

Create and implement SOPs and documented procedures to ensure the team works effectively and efficiently.

Identify opportunities for revenue growth and work with the team to achieve them.

Liaise with marketing on trends and make recommendations to management to grow daily bookings.

Ensure team compliance with all company policies and procedures in place.

Manage the team's shift rota and leave requests to ensure adequate cover during operational hours.

Maintain accurate records of patient interactions and transactions done by the teams.

Identify areas for process improvement and make recommendations to management.

Demonstrate excellent problem-solving and critical thinking skills in handling complex issues.

Build positive relationships with team members, other departments, and external stakeholders.

Provide leadership and guidance to the team, creating a positive and supportive work environment.

Manage patient complaints and create a complaint register.

Requirements

Bachelor's Degree in a related field.

Minimum of four years' experience in a customer service supervisory role, preferably in

healthcare.

Proven track record of managing teams, driving revenue growth, ensuring exceptional customer care standards, using CRM systems effectively, creating SOPs, policies, and documented procedures, building a solid team, and liaising with marketing on B2B trends.

Strong problem-solving and critical thinking skills.

Excellent communication and interpersonal skills.

Ability to work well in a fast-paced environment.

Strong attention to detail and organizational skills.

Ability to work independently and as part of a team.

Knowledge of medical terminology is an added advantage.

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