

Position:	Client Services Manager
Company:	Momentum Health Solutions
Location Country:	South Africa
Location City:	Gqeberha
Position Type:	Permanent
Remote Opportunity:	None of the time
Introduction:	Momentum Health Solutions, an entity of Momentum Metropolitan Holdings delivers sustainable, integrated health solutions that meet the needs of clients in the different segments and maximise lifetime client value. We build and maintain a culture of innovation and create value through unique insights of how to achieve specific outcomes by using a defined set of health capabilities.
Role Purpose:	To build and maintain professional relationships with new and existing clients to ensure that the operations within various clinics are managed efficiently.
Requirements:	<ul style="list-style-type: none"> • A National Senior Certificate is essential • Degree / Diploma in Occupational Health Nursing is essential • Certificates in Audiology and Spirometry are essential • Must be registered with the South African Nursing Council with additional qualification in Occupational Health Nursing • Valid registration with the South African Society of Occupational Health Nurses (SASOHN) • Minimum of 3 - 5 years' experience in an Occupational Health Nurse leadership position is essential • It is essential to have a valid driver's licence and own insured vehicle • Knowledge and understanding of standard operating practices in Occupational Health • MS Office / Office 365 proficiency • Must be willing to travel
Duties:	<ul style="list-style-type: none"> • Conducting regular site visits to address any stakeholder queries within the applicable Service Level Agreement/s. • Participate in negotiating annual increases for clients. • Ensure clinics comply with all legal requirements and internal processes by conducting regular audits and documenting and reporting findings. • Training of new employees on clinic protocols and procedures.



	<ul style="list-style-type: none">• Manage onboarding of new client contracts.• Ensure that clinics have necessary resources to deliver on expected services.• Assist with occupational healthcare duties at various clinics as and when required.• Coordination of staffing and leave management at various clinics.• Recruiting of suitable locums in line with minimum requirements for the role.• Ensuring that all locum payments and payroll submissions are correct and completed on time.• Stand-in for the Regional Business Manager when required.• Management of client projects when applicable.• Build and maintain relationships with clients and internal and external stakeholders.• Deliver service level agreements applicable to clients and internal and external stakeholders to ensure that client expectations are met.• Make recommendations to improve client service and fair treatment of clients within area of responsibility.• Participate and contribute to a culture which builds rewarding relationships, facilitates feedback and provides exceptional client service.• Continuously monitor turnaround times and quality standards and resolve issues speedily to enhance client service delivery.• Drive client service delivery goal achievement in line with predefined standards to ensure clients receive appropriate advice and after sales service.• Manage client query processes and ensure that queries are tracked, accurately resolved and used as a mechanism to improve client service and business processes.• Build strong relationships through providing specialist expertise and leadership to others, expressing positive expectations.• Continuously develop own expertise in terms of industry and subject matter development and application thereof in an area of specialisation.• Positively influence and manage change and offer specialist support where required.• Contribute to continuous innovation through the development, sharing and implementation of new ideas and involvement of colleagues and staff.• Participate and contribute to a culture of work centric thinking, productivity, service delivery and quality management.• Take ownership for driving career development.
--	--



	<ul style="list-style-type: none">• Contribute to the development of area specific budgets to minimise expenditure, in alignment with operational plans.• Identify solutions to enhance cost effectiveness and increase operational efficiency.• Implement and provide input into governance processes, systems and legislation within area of specialisation.• Escalate unresolved policy and governance compliance issues via appropriate channels for investigation and resolution purposes.• Provide input into the risk identification processes development and communicate recommendations in the appropriate forum.
Competencies:	<ul style="list-style-type: none">• Empathy and compassion• Coordination and project management skills• Ability to prioritise• Attention to detail• Ability to work in a stressful environment• Self-starter must be able to work independently• Excellent communication skills (both written and verbal)• Leadership skills
Contact Person:	Luthando Ndzimela
Contact Email Address:	luthando.ndzimela@momentum.co.za
Closing Date for Applications:	19 June 2024
Please email a copy of your CV and relevant certificates in line with the job requirements to luthando.ndzimela@momentum.co.za .	
We are committed to Employment Equity, diversity and inclusion when recruiting internally and externally. All appointments are made in alignment to our Employment Equity goals and we encourage people with disabilities to apply.	
Should you not have received a response from us within two weeks, please consider your application unsuccessful.	