

Smart TMS Patient Advisor Job Description

Smart TMS is the largest TMS provider of Transcranial Magnetic Stimulation (TMS) in the UK and Ireland, with an ever-growing network of clinics. We are looking to for a compassionate, empathetic person to join our Sales team, who will support our patients through their mental health journey of TMS treatment.

Patient Sales Advisor.

The role of a Patient Advisor focuses on sales and customer service, where all opportunities are maximised to ensure that business targets are reached and exceeded. You will be required to deliver the highest level of service to ensure new patients complete medical questionnaires, attend assessments online and book treatment when approved by the clinical team. This is a targeted role, where performance is measured against a range of key performance indicators.

The key function of the role is to ensure that:

- You are providing the highest level of service to all patients over the phone and by email.
- You are converting all enquiries at the required target rate.
- You are delivering the front-of-house service expected for all patients, psychiatrists and GPs.
- You are providing patients with all information required to allow them to attend their assessments, selling the business and treatment to them.
- Bookings are taken in line with the company process to avoid unnecessary mistakes and cancellations or upheaval in the patient journey.
- You are effectively communicating with all teams and patients about their care.

This role is supported by other departments and Directors to ensure that department and business targets are reached, and the correct quality levels are achieved.

KEY RESPONSIBILITIES

- Ensure that you meet all daily, weekly and monthly targets set.
- To manage and prioritise work within your role.
- Effectively deal with patient issues and escalate when necessary.
- Provide accurate information to both patients and third parties.
- Such other tasks as may reasonably be required

REQUIRED SKILLS

- Sales and Customer Service experience and skills
- Competitive and highly motivated
- Compassionate, empathetic with some knowledge or interest in mental health
- Desire to deliver excellence in every area
- Problem-solving and ability to understand and collate information
- Ability to build rapport and convey personality over the phone
- An interest to learn new skills and adapt to an evolving work environment
- Good people skills for building relationships
- Knowledge of Salesforce and/or similar database software and advance
- I.T. and Telephony skills.

BENEFITS

- Sales bonus scheme (OTE)
- Smart/Casual dress code
- Free on site car parking
- 20 days holiday increasing with service to 25 days

Job Type: Full-time, Temporary, Contract. Contract length: 12 months

Salary: £24,000.00-£26,000.00 per year

Benefits:

- Company pension
- Free flu jabs
- Free parking
- On-site parking

Schedule: This is an office-based role working Monday to Friday, 40 hours per week for a fixed term contract of 12 months. We also offer an OTE bonus for this role.

Supplemental pay types: Bonus scheme

Expected start date: 01/09/2023