

Role Charter

Patient Care Advisor

Overall goal

Ensure a minimum of 10 appointments scheduled at our partner clinics per 40h week while providing customers with the best customer experience and always ensuring data accuracy.

Key Results

- 10 appointments per 40h week scheduled at our partner clinics
- Achieve 50% conversion rate
- Every activity recorded in Pipedrive

Working Style

- Take full ownership of your results
- Thrive to maximize your performance on a daily basis
- Support your colleagues and offer help if needed
- Communicate openly and proactively with colleagues, your teamlead and management
- Be responsible for your mistakes, identify learnings and share this knowledge with everybody

Key Responsibility

- Maintain high standard of customer service at all times due to expert knowledge in IVF in general, IVF regulations and specifics in all offered countries and clinics
- Consult customers based on their individual situation and refer them to clinics
- Meet your key results and highlight issues to management
- Check in with patients sent to clinics to ensure appointments are being kept
- Organise and accurately document every activity and information in our CRM System (Pipedrive) in a comprehensible way
- Ensure that complaints, comments and suggestions – from patients and clinics – are communicated appropriately to your teamlead
- Support your colleagues and ensure that everybody is performing at their best while keeping our company culture and values

Organisational Structure

- You report to the Teamlead PCA Germany





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Individual Tasks

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