

Position: Online Sales Support Partner

Location: Ringwood Area

Full-time

Who is The Slimming Clinic?

The Slimming Clinic is proud to be the UK's largest online provider of private non-surgical medical weight management solutions, specialising in clinician-led and patient-centred weight loss programmes for those with overweight or obesity.

The company, founded in 1984, helps patients achieve their weight loss goals through medical consultation, behavioural change, and prescription medication. With over 35,000 patients on our database, we help thousands of patients each year to lose weight, improve their lifestyle and health, and gain confidence.

We aim to provide a safe, effective and complete weight loss service across the whole of the UK, and we are looking to recruit the best candidates help us deliver our gold standard vision to our patients.

Why work for The Slimming Clinic?

Our teams support patients through their weight loss journey, and being part of such a positive, transformative change is incredibly rewarding. We are changing lives for the better and that satisfaction of achievement is shared between our patients and our medical teams.

We are a rapidly developing company, expanding and implementing exciting new plans.

We provide generous compensation, great benefits, in-depth training and a supportive company structure to ensure you are set up to succeed and enjoy every shift.

The Role

The Online Sales Support Partner role is a full-time position which requires weekend availability based on our staff rota.

Although initially working remotely, we will be establishing business premises in the Ringwood area very soon and you will be required to work onsite once these offices are open. Until then successful candidates will be provided with all the equipment they need to carry out their tasks effectively and efficiently.

You will be an important point of contact for our patients. You will answer queries, guide patients through the online ordering process, and based upon the doctor's recommendations, contact patients to amend their order.

Job Description:

On a day to day basis your responsibilities will include:

- Ensuring that Online prescription requests are processed as swiftly as possible. This will involve using your initiative to follow up with patients to resolve issues
- Responding to inbound calls for patient services that all data is captured correctly and accurately entered into our database
- Following up on behalf of our Doctors with patients.
- Managing other incoming enquiries via telephone, voicemail, web and live chat
- Ensuring that patients' records are properly maintained and kept up to date in accordance with data protection requirements

Who is this suitable for?

We are looking for someone who is customer-focused with a keen eye for detail, as well as a positive and pro-active approach. Although this position will initially be remote you will be a confident and friendly individual who works well within a dynamic team, and able to manage a busy workload. Since you will also be working some weekend shifts you will need to be self-sufficient.

Experience of sales including strong objection handling skills is essential as is experience of working in a call centre (both inbound and outbound)

You must be good with numbers and have the ability to work across multiple systems, using spreadsheets and other software systems to efficiently communicate with patients, report sales and other data.

You will also have excellent verbal and written communication skills.

The successful candidates will receive extensive training and support providing them with the in-depth knowledge necessary to complete all tasks to our gold standard.

If chosen for the next step in the recruitment process you will be invited to attend a group introduction where we will happily answer any questions you may have.

Benefits

Salary £23,000

Opportunity to work in a dynamic and innovative environment.

Professional development and growth opportunities.

Collaborative and supportive team culture.

Application Process:

To apply, please submit your CV and a cover letter telling us why you want this position.

We are an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Please note that you must be based in the Ringwood area and a UK taxpayer to be considered for this role.