



# NEXT BIOSCIENCES CLIENT CONSULTANT - GENTICS & FERTILITY

At Next Biosciences, we believe nothing is inevitable, anything is possible. We are looking for a Client Consultant to join our Genetics team – someone who will provide exceptional client service, manage logistics, and ensure that every client’s journey with us is seamless and positive. If you are passionate about medical healthcare, science, and technology, have strong interpersonal skills, and thrive in a fast-paced environment, we’d love to hear from you.

 **\*\*LOCATION:** MIDRAND

 **\*\*JOB TYPE:** FULL-TIME

 **\*\*SALARY:** MARKET RELATED

 **\*\*START DATE:** 01<sup>ST</sup> JANUARY 2026

## ROLE PURPOSE:

To act as the primary operational link between clients (patients, doctors, and partners) and the Genetics laboratory, ensuring an exceptional end-to-end client experience. This involves guiding clients through the genetic testing process, coordinating logistics such as sample collection and delivery, liaising with medical aids, and ensuring that all timelines, quality standards, and compliance requirements are met. The role exists to make the process seamless, efficient, and positive for every client, while supporting the laboratory and other internal teams in delivering accurate and timely results.

## QUALIFICATIONS & SKILLS:

- **Qualifications:**
  - Relevant administration related qualification or minimum 5 years administration experience
  - Previous Medical experience advantageous
- **Skills:**
  - Excellent verbal and written communication
  - Exceptional people skills, empathy, and ability to handle sensitive situations
  - Critical thinking and effective problem-solving skills
  - Strong administration, organisation, and multitasking abilities
  - Detail-oriented with high standards of accuracy
  - Tech-savvy with proficiency in modern software
  - Innovative and process-driven mindset
  - Flexible and adaptable to varied situations and fast pace

## KEY RESPONSIBILITIES:

- Communicate with doctors and patients about genetic tests (via phone, email, and in person)
- Liaise with medical aids to obtain authorisations
- Oversee the logistics of blood draws and sample collection
- Monitor samples to ensure they are processed on time and accurately
- Arrange registrations, client appointments, and patient follow-ups
- Prepare results and invoices
- Arrange sample collections from patients or labs
- Prepare collection kits and handle ad-hoc logistics
- Apply for import/export permits
- Manage after-hours genetics phone line
- Reconcile courier invoices
- Collaborate with nursing, laboratory, and finance teams to streamline processes

## WHY JOIN US?

At Next Biosciences, you’ll be part of a passionate, future-focused team making a real difference in health and science. We believe in professionalism with heart—and we’re looking for someone who embodies both.

## WHAT WE OFFER

**Innovative Environment:** Work at the forefront of Bio Technology, where your role directly impacts people's lives.

**Collaborative and Learning Culture:** Join a supportive team that values your input and fosters professional growth.

**Employee Value Proposition:** Comprehensive employee benefits-including Retirement Fund and Medical Aid, state of the art facilities, Earned Wage Access, etc.

**Employee Engagement Activities**-including gifts on special occasions or milestones and paid time off on your birthday, Wellness and Social events & Training and Development.

## TO APPLY

Please follow this link to complete the application Survey Monkey

[Client Consultant Genetics](#)

## CLOSING DATE FOR APPLICATIONS:

Sunday, 30<sup>th</sup> November 2025

For more information, you can visit our website with this link down below  
**<https://nextbio.co.za/Who-are-we/Careers/Vacancies>**