



Coffee with Mujeeb

Description

Our clients and the services we offer them form the backbone of our business – our reason for being – and leaders who champion our core value of client-centricity help us to achieve our AfroCentric purpose, which in turn inspires our employees to feel valued and a part of something greater than themselves.

We get to know Mujeeb Bray, Chief Operating Officer: Medscheme, who tells us more about his role, the importance of being client-centric and his top productivity tip.

Q: Tell us more about your career journey so far – some of the highlights?

A: Prior to joining Afrocentric and Medscheme in January this year, I worked at Discovery for approximately 25 years. I held various roles in Executive Management in Operations, Acquisitions, International and local Outsource and Key Strategic projects. I'm incredibly excited since joining AfroCentric/Medscheme, and in my current role as COO I have the privilege to lead and enable our amazing teams across the country to achieve our bold ambition to be the best in industry!

Q: Your role has a strong focus on improving client experience. What is one simple thing each of us can do to improve client service?

A: Our clients are at the heart and centre of everything we do – we exist as a business because our customers have purchased products and services at a premium and expect nothing less than excellent client service. Failing which, they will take their business elsewhere! It therefore becomes critically important that we strive towards delivering excellence to our clients each and every day, whether it is greeting them warmly, with empathy when they are going through difficult times, listening to them attentively, making good on our promises to get back to them when we commit to doing it, or resolving their queries and issues effectively the first time – these actions are the backbone of world-leading service organisations.

Q: Why do you feel guidance and motivation is so important in the workplace?

A: In a distributed organisation of more than 6 000 employees, with regional offices and satellites all across the country and continent, the most prominent feature from global surveys (WTW, Gartner and Gallup) measuring staff engagement, shows that purpose and belonging is always the top 10% critical dimension that employees seek when working in an organisation such as ours. Employees need to feel a strong sense of purpose, regardless of where they are working, that their input and productivity is aligned to the north star ambition and that collectively our contributions equal the sum of the effort of everyone in our business. Strong leadership and communication are essential to enable this within our business.

Q: What is your top productivity tip to get the most out of your day?

A: Don't procrastinate! Finish tasks as soon as you can rather than delaying – that includes cleaning out your mail inbox every day and starting on a clean slate the next day. It's a habit that I've followed for the past 20 years, and it has served me well!

Q: How do you relax and recharge?

A: I've not had much relaxation time since I started – there's too much work to be done ?

But typically, gym sessions 4-5 times a week, cycling and hiking outdoors is a great reflective experience.

Q: Who inspires you and why?

A: Imtiaz Sooliman, Gift of the Givers. He is an extraordinary man whose life is dedicated to the needs of humanity and finds the most creative ways to deliver solutions when everyone thinks it's impossible.

Q: What's on your playlist right now?

A: I'm listening to Cold Play and Sting albums – chill vibes! ?

Q: What book are you reading?

A: I'm reading Rewired – albeit slower to complete than I would like.

Q: In honour of Youth Month (June), tell us what you wanted to be when you grew up?

A: I wanted to be a Pro tennis player, and as a young kid into my teens was obsessed with daily practice and weekend tournaments. I made the decision to pursue my studies post matric rather than focusing on a tennis as a career – and I think it worked out well.

Q: What is one thing nobody knows about you?

A: My voice pitches higher when rodents are nearby! Go figure. LOL

Q: What makes you smile?

A: Seeing my little princess after a long day at the office... and when people exhibit acts of kindness to others ahead of self.

Category

1. Our Leaders

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