

Agent Sourcing and Onboarding Lead

Overview 52% of the world can't access healthcare: we're a business that does something about it. Join us.

How does it work? We've built an app that works offline, and then go to more rural areas and train the health workers and independent people to be a decentralised network of field agents. They collect data on health needs, run targeted awareness and screening campaigns (which is productised and funded by a huge range of global companies) and then order and manage the distribution of private sector medicines, insurance plans and community health products! We're now looking to enhance this platform more, and become a comprehensive, end-to-end health service for less urbanised.

This isn't an easy task, but we're doing it – this isn't all talk! 5 countries, 5,500 agents trained, 50 core staff, and 500,000 lives touched so far. Most of this growth came in 2021, and we are planning to double this in the next six months too...

Why work with us? We are a tech start-up, in a unique space, with a new value proposition to build a socially minded business models for half the planet. You get to be creative, move fast, own truly important things, grow, and help people. We're not a charity either, we are redesigning how affordable healthcare is delivered through truly innovative business and service delivery models – we've raised VC money and are revenue generating and are focusing on our scale up.

We already work with over half of the world's largest pharmaceutical companies and have footholds in five markets, including India and Indonesia (with close to 20% of the world population there – with more growth and partnerships planned), and Philippines, Cambodia, and Kenya too! We're just getting started though, so get onboard: do something that matters.

Learn more on [our website](#), find some of our features in the news ([Tech in Asia](#), [Straits Times](#), [with our founder story](#), or [Facebook talking about us](#)? Or just Google reach52!), [watch this explainer video](#) – or just get in touch! 😊

Who are we looking for?

reach52 is hiring an Agent Sourcing and Onboarding lead in Siem Reap city for a new initiative focused with a large partner for 12 months. We are looking to recruit and train women in Siem Reap province and supply them with the tools required to sell micro health insurance plans and consumer health products.

The Agent Sourcing and Onboarding lead will conduct recruitment activities to enrol women that are interested in the reach52 entrepreneurship training program. The Agent Sourcing and Onboarding lead will also support in conducting the training sessions with the support of the reach52 team. The recruited women will be trained on a range of topics from: sales, micro-insurance, and the reach52 platform. The women will be equipped with everything required to sell micro-insurance and consumer health products in their communities.

Title: Agent Sourcing and Onboarding Lead

Arrangement: 12-month contract for the project

Start Date: ASAP

Location: Siem Reap, Cambodia

Reporting to: Senior Manager, Cambodia Operations

Remuneration: Salary includes a base pay, plus output-based incentive structure

What you'll do

The core role scope and responsibilities of the Agent Sourcing and Onboarding lead:

- Manage a range of recruitment activities from engaging local associations, cold calling residents, managing job board advertisements, hanging fliers etc.
- Recruit candidates as Agents, and explain who reach52 is, what the project is about, and the products and services that will be applicable
- Train recruited Agents on how to carry out Agent operations, such as, but not limited to: general app and device usage, user registration, order taking, order processing, payment remittance, order delivery, policy issuance, claims processing and exceptions management
- Handover recruited Agents to the reach52 Operations team
- Provide detailed reports on the above scope and responsibilities, based on agreed intervals
- Support in the resolution of issues related to the recruited Agents
- Follow up of the agent result, performance and evaluation

Who you are (probably!)

We're reasonably sure you should have a profile like this, but we can flex sometimes:

- Previous experience as a tour guide or in tourism
- Outstanding communication, interpersonal and leadership skills
- Excellent organisational and time-management skills
- Proactive problem solver attention to detail
- Access to personal transport, and willingness and ability to travel in the district, and to rural areas
- Love dynamism and an ever-changing set of challenges to work on
- Have experiences working with local authorities and community people, youth and different group of people.
- Have knowledge of micro insurance
- Understand the agent problems and agent needs
- Able to engage with agents and connect them our marketplace.

Up for it? Love it! Ship your CV, and introduce yourself, to operations@reach52.com!