



**WE ARE HIRING**

**Durban**



## POLICY ADMINISTRATOR

Bidvest Insurance is a Short Term insurer within the Financial Services division of the larger Bidvest Group and operates alongside other great companies such as Bidvest Bank, Bidvest Life, FMI, Compendium Insurance Brokers and others.

Bidvest Insurance is one of South Africa's fastest growing insurance companies and was founded in 1997. With the support of the larger Bidvest Group we have successfully expanded and evolved through our dedicated commitment to our values, customers, partners, and staff. Interested individuals looking to join Bidvest Insurance can expect to join a young and energetic team that challenge convention and who are intent on building long term relationships with all stakeholders.

As one of South Africa's largest diversified industrial companies, your career aspirations with us are only limited by your own imagination.

### Position Overview

To provide a professional policy administration service to policy holders and business partners by taking personal accountability and ownership for the quality and completeness of system data.

Ensures that all customer queries are dealt with in an efficient manner and provides a high level of service to promote the organization's products and services. The Policy Administrator, with basic product knowledge will be responsible for re-directing customers to the appropriate department to solve problems and answer queries regarding their policies.

### What You'll Need



#### Attention to Detail

We like to keep our eyes on the prize at Bidvest Insurance! And that requires a strong need for attention to detail as it's the small things that can make a **BIG difference!**



#### Compassion

A large reason why we exist is because **we care!** It's important that we care for our customers, our business our environment and each other



#### Positive Attitude

We believe in creating a positive work environment that is enjoyable to be apart of and we look to the individuals of the company to make a **positive contribution** to our culture

## Our Values

At Bidvest Insurance, we're all part of a BE'VOLUTION where we live our values each and every day for the benefit of our colleagues, customers, partners, stakeholders and our environment.

**[EE] CREATIVE**

Our curiosity drives us to constantly improve our business

**[EE] WOW**

Anyone can do ordinary, we do extraordinary

**[EE] KIND**

Treat everyone with respect, in & outside our company

**[EE] HONEST**

We always do the right thing, even when no one is looking

**[EE] EXCITED**

We're enthusiastic in everything we do - our energy is infectious

**[EE] CONNECTED**

We're committed to understanding our customers, partners and colleagues

## Key Responsibilities and Duties

### Customer Service

- ▶ Provide policy holders with exceptional service and customer experience whilst dealing with all types of queries relating to policies, confirming cover type and policy benefits etc.
- ▶ Process refunds to clients, dealers or finance houses when required.
- ▶ Update policy information on the system when information changes.
- ▶ Responsible for the timely resolution of queries that require intervention/correction.
- ▶ Ensure the principles of TCF (Treating Customers Fairly) are embedded in all customer interactions.

### Retention Strategy

- ▶ Use any appropriate client interaction as an opportunity to retain the policy.
- ▶ Responsible for identifying problems/issues that could result in a policy cancellation and transfer call to retentions team

### Qualifications

- ▶ Matric.
- ▶ FAIS Accreditation essential.

### Knowledge & Skills

- ▶ At least 2- 3 years previous related working experience in a corporate entity is required.
- ▶ At least 2 -3 years' inbound call center experience.
- ▶ General administrative experience is a requirement.
- ▶ Customer service experience is a requirement.
- ▶ Microsoft Office skills, i.e. Outlook, Excel and Word is essential.
- ▶ Satisfactory communication skills (verbal & written)

### Submissions:

Preference will be given to PDI candidates in line with our EEstrategy.  
Interested candidates to please submit their CV to: [jobs@bidvestinsurance.co.za](mailto:jobs@bidvestinsurance.co.za)

Bidvest Insurance is an authorised Financial Services Provider  
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