



WE ARE HIRING

Durban



RETENTIONS & CANCELLATIONS SUPERVISOR

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 Africans largest diversified industrial companies, your career aspirations with us are only limited by your own imagination.

Position Overview

The Retentions Supervisor will be responsible for the day-to-day operation of the cancellations and retention teams.

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.



Our curiosity drives us to constantly improve our business



Anyone can do ordinary, we do extraordinary



Treat everyone with respect, in & outside our company



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



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



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

Key Responsibilities and Duties

Retention Strategy

- ▶ Allocating retention tasks to retention team.
- ▶ Daily review of tasks completed, productivity management, and identifying and resolving inefficiencies.
- ▶ Ensuring that all tasks are completed before the reporting deadlines.
- ▶ Preparation of retention and cancellation reports in accordance with reporting deadlines.
- ▶ Analysing, reviewing and Interpreting both raw data and reports with the intention of providing logical responses and explanations to queries and identification of issues.
- ▶ Responsible for ensuring effective communication.
- ▶ Prepare weekly statistics for retentions and cancelation.

People Management

- ▶ Ensure high level of employee development and performance through appropriate guidance and motivation.
- ▶ Identifying training requirements, and facilitation thereof.
- ▶ Ensure compliance with all internal policies and procedures.
- ▶ Accountable for effective and overall performance of Retentions teams.
- ▶ Daily management of team (lunch hour planning, coaching, feedback).
- ▶ Conduct daily, weekly, and monthly performance plans, check-in sessions and evaluations
- ▶ Manage expectations with both internal and external stakeholders.
- ▶ Assist to identify and mitigate risks associated with the Retentions and Cancellations functions.

Qualifications

- ▶ Matric.
- ▶ RE and FAIS qualification essential.

Knowledge & Skills

- ▶ Working knowledge and understanding of FAIS, FICA, TCF and PPR
- ▶ Proven record of accomplishment in leading, managing and coaching a team is required.
- ▶ At least 5 years' experience in the policy administration department or similar experience in a financial services/call center environment is required.
- ▶ Excel skills is essential, including but not limited to; pivots, v lookups and sum-ifs.
- ▶ Proficient in the preparation and analysis of reports.
- ▶ Experience in a debit order collection.
- ▶ Strong communication skills

Submissions:

Preference will be given to PDI candidates in line with our EEstategy.
Interested candidates to please submit their CV to: jobs@bidvestinsurance.co.za

Bidvest Insurance is an authorised Financial Services Provider
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