

Bidvest Insurance Brokers

WE ARE HIRING

📍 Durban



Insurance Administrator

Bidvest Insurance is a non-Life 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 was founded in 1997 and provides niche value added products to customers through its Direct Channel which operates via call centres, as well as its Affinity Channel that partners with distribution networks. Our products are designed to protect consumers and deliver exceptional service levels when our customers need us most, so that we can deliver on our purpose 'To protect everyday South Africans, against foreseeable events and their financial losses, so that we can all contribute to a better South Africa'.

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.

Being a part of Bidvest, one of South Africa's leading services, trading and distribution groups, your career aspirations with us are only limited by your own imagination.

Position Overview

Insurance Administrator / Personal lines Underwriter, with relevant industry qualifications (FAIS and RE) and minimum 5 years' experience, required for this position. The main purpose of this job is policy administration with regards to new business, endorsements, cancellations, renewals and claims.

What You'll Need



Think on your feet

Hand in hand with innovation, you need to be able to think on your feet. We work in a fast paced environment which often requires us to **adapt and think fast!**



Innovation

Here at Bidvest Insurance, we love to **challenge convention** and lead the way into the future! Leave that old trusty box at home and lets get creative



Creativity

You don't need to be Picasso, but we love creative people that bring **fresh thinking and ideas** to the table! So get involved and together we can make things happen!

Our Values

At Bidvest Insurance, we are 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

- ▶ Provide telephonic and email support to all clients.
- ▶ Dealing with general insurance and policy specific requirements.
- ▶ Identify and meet the insurance requirements of existing and prospective clients.
- ▶ Liaising with clients - completing endorsements, amendments, and policy administration.
- ▶ To resolve all insurance queries within a required timeframe.
- ▶ Continually updating database with latest client contact information.
- ▶ Communicating policy renewal.
- ▶ Managing policy retentions – undertaking client follow ups when policies are cancelled to ascertain the reasons and attempt to retain policy.
- ▶ Managing all aspects of a personal portfolio
- ▶ Building and maintaining good working relationships with clients and panel of insurers.
- ▶ Growing volume of business by offering additional services and value adds.
- ▶ Learning and understanding a wide variety of personal insurance products.
- ▶ Keeping up to date with current legislation and trends.
- ▶ Managing claims administration with clients for selected insurers on panel.
- ▶ Managing claims administration with insurers and communicating to insured.
- ▶ Managing claim rejections which includes direct negotiation with insurers for goodwill payments.
- ▶ Render general insurance advice to clients.
- ▶ Ad hoc functions to increase sales with current database – facilitation of value-added products.

Qualification

- ▶ Matric Essential
- ▶ Insurance related qualification (FAIS, RE, KI, COB) is essential.
- ▶ Minimum 5 years' experience in an underwriting administrative role is essential.
- ▶ Personal lines underwriting experience highly beneficial.

Knowledge and skills

- ▶ Good verbal and written communication skills
- ▶ Planning and organizing skills
- ▶ Time management skills
- ▶ Retention skills
- ▶ Negotiation skills
- ▶ Resilient with good level of stress tolerance
- ▶ Highly client focused with good interpersonal skills
- ▶ Sound knowledge of all underwriting practices and processes.

Submissions:

Preference will be given to PDI candidates in line with our EE

Interested candidates to please submit their CV to: jobs@bidvestinsurance.co.za

Should you not hear from us within 2 weeks from date of application, please consider yourself unsuccessful

Bidvest Insurance is an authorised Financial Services Provider

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