



WE ARE HIRING

Durban



QUALITY ASSESSOR

We're on the search for a talented, energetic, and experienced person to join our innovative team at Bidvest Insurance!!

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 successful appointee will be required to monitor and measure the quality of calls within the call center. As an immediate intervention the Quality Assessor must identify areas of development and provide recommendations for improvement, as well as assisting the agents achieve the quality objectives.

What You'll Need



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



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!**



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!**

Our Values

At Bidvest Insurance, we're all part of a BEVOLUTION 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 Performance Areas

- ▶ Monitoring of calls by using the prescribed grading template and to ensure that the best practices within the call centre are applied.
- ▶ Provide adequate feedback and guidance to the respective agent.
- ▶ Liaise with internal and external stakeholders with regards to call recording requests, as well as the transcription of the requested recordings, where necessary.
- ▶ Recording of completed QA with summary of findings onto a Master QA spreadsheet.
- ▶ Provide QA report to management on a weekly basis.
- ▶ General administration and record keeping.
- ▶ Circulate motivational emails and extracts.

Qualifications and Experience

- ▶ Grade 12/ Matric
- ▶ Equivalent NQF 4 Qualification
- ▶ Quality Assurance or Industry related Certification will be added advantage
- ▶ Minimum 2 year's experience in a call centre environment
- ▶ Quality auditing and coaching experience

Knowledge, skills and Abilities

- ▶ Excellent communication skills (Verbal and Written)
- ▶ Ability to work under pressure
- ▶ Target driven
- ▶ Problem Resolution Skills
- ▶ Planning and Organising
- ▶ Data collection ability
- ▶ Strong self-motivator
- ▶ Time Management
- ▶ Attention to detail
- ▶ Report Writing

- ▶ Analytical Skills
- ▶ Decision maker
- ▶ Self-motivated with an ability to work unsupervised
- ▶ Ability to build and develop relationships and interact at all levels
- ▶ Target driven

Submissions:

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

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

Bidvest Insurance is an authorised Financial Services Provider

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