



Administration Internship

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

Develop, manage, and implement lead generation strategies to improve customer engagement and sales performance. Responsible for generating leads across multiple platforms whilst improving on already established lead activities which currently utilize databases, 3rd party lead providers, sms', email, social media, digital & SEO. The successful candidate should have a natural tendency to find and engage potential customers to build a stronger, deeper sales funnel.

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!**



Leader

Leadership is a characteristic which is celebrated and encouraged through our company culture and we expect our senior staff members to **lead by example**



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 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 assistance and support on administrative tasks.
- ▶ Provide telephonic and email support to all clients.
- ▶ Confirm that the claim information is correct and valid.
- ▶ Assist with Updating policy information on the system when information changes.
- ▶ Assist with telephonic queries in a professional and efficient manner.
- ▶ Assist with checking the status of the policy & receipt of premium (current and up to date), to facilitate claim processing.
- ▶ Ensure the principles of TCF (Treating Customers Fairly) are embedded in all customer interactions.
- ▶ Responsible for capturing claims correctly and accurately.

Qualifications

- ▶ 3 Year National Diploma or Degree in Business administration from a public tertiary institution
- ▶ Certified copy of your ID.
- ▶ Certified copy of Academic Transcript.
- ▶ Must be an SA Citizen between the ages of 18-35 years old.
- ▶ Your CV and motivational letter.
- ▶ Must have not previously done an internship prior (SETA/ Government)

Knowledge and skills

- ▶ Written and verbal communication skills
- ▶ Interpersonal skills
- ▶ Detail orientation
- ▶ Desire and potential to learn.
- ▶ Self-Motivated
- ▶ Prioritize tasks as needed.

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 FSP46395

