



Team Leader

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

The Team Leader will be responsible for the operational supervision of the Technical, Non-Technical Assessing and Pre-Assessment Teams.

The Team Leader will ensure the effectiveness and efficiency of assessments undertaken by the assessment team, through overall quality of claims team's decisions, ensuring the achievement of SLA requirements and customer satisfaction levels as part of key performance of the claims team.

Incorporate fraud detection and prevention skills to safeguard against losses while ensuring that legitimate claims are processed fairly and efficiently. This focus on fraud management is essential for maintaining the integrity of the claims process and protecting the interests of both the company and its clients.

A successful team leader in this context should be a well-rounded individual who can balance operational efficiency with excellent customer service, ensuring that both team members and clients have a positive experience.

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**



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

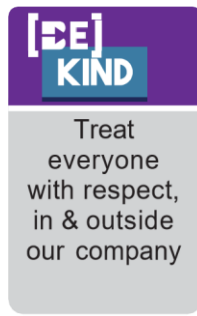
At Bidvest Insurance, we are all part of a BE'VOLUTION where we live our values each and every day for the benefit of our colleagues, customers, partners, stakeholders and our environment.



[BE] CREATIVE
Our curiosity drives us to constantly improve our business



[BE] WOW
Anyone can do ordinary, we do extraordinary



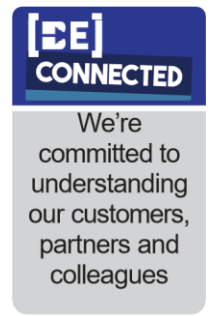
[BE] KIND
Treat everyone with respect, in & outside our company



[BE] HONEST
We always do the right thing, even when no one is looking



[BE] EXCITED
We're enthusiastic in everything we do - our energy is infectious



[BE] CONNECTED
We're committed to understanding our customers, partners and colleagues

Key Responsibilities and Duties

Claims Assessment and Administration:

- ▶ Accountable for supervising the daily operational requirements of the claim's teams.
- ▶ Ensuring clients receive timely responses and follow-ups from the Pre-Assessment Team by managing a high volume of client emails,
- ▶ Assist with NFO (Ombudsman) cases and collaborate with other stakeholder during the Complaints process.
- ▶ Ensure correct interpretation, application, and assessment as per policy wordings is adhered to.
- ▶ Responsible for timeous quality of written correspondence generated by the claim's assessors.
- ▶ Refer and assign an independent specialist on complex claims.
- ▶ Receive and analyse Independent Specialist reports in context of the claim.
- ▶ Liaison with stakeholders regarding claim queries as well as large claims.
- ▶ Ensure adherence to audit, regulatory and compliance requirements.
- ▶ Ensure that the principles of TCF are incorporated into the assessment process and decision.
- ▶ Responsible for the management of daily procurement activities and to create and maintain good relations with service providers.
- ▶ Skills to assess and mitigate risks associated with potential fraud, ensuring that appropriate controls are in place.
- ▶ Ability to educate team members on recognising and reporting fraudulent activities, fostering a culture of vigilance.
- ▶ Ability to analyse claims data to identify trends, control costs, and improve processes.
- ▶ Identify multi claimants and take the necessary actions.

People Management:

- ▶ Provide technical information and support to the Claims Assessment team.
- ▶ Empower team members with transfer of knowledge,
- ▶ Ability to motivate, guide, and develop team members.
- ▶ Keep up to date with industry & regulatory information and changes through various internal and external information sources.
- ▶ Accountable for full employee performance, through setting of weekly KPI's.
- ▶ Facilitate continuous development of the assessor team through appropriate training and coaching by identifying training needs and ensuring that training is arranged.
- ▶ Accountable for ensuring adequate and timely communication within the team.

Qualifications

- ▶ Matric.
- ▶ FAIS accreditation would be an advantage.
- ▶ Accredited mechanical qualification, Trade Test essential.

Knowledge and skills

- ▶ At least 3 years' previous experience in a related/relevant field of work.
- ▶ At least 2 years' experience managing a team or department is required, preferably in a team leader capacity.
- ▶ Previous experience in assessing mechanical warranty, tyre, scratch and dent, service, and maintenance claims is required.
- ▶ Experience working in an administration processing environment is required.
- ▶ Proficient in the assessment of claims.
- ▶ Must understand claims environment and general claims protocols and processes.
- ▶ Excellent verbal and written communication skills to interact with clients and team members effectively.
- ▶ Good computer knowledge - MS Outlook, Excel and Word are necessary.
- ▶ Good report writing and presentation skills.
- ▶ Planning and organising workload.
- ▶ Attention to detail.
- ▶ Client centricity.
- ▶ 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

