



WE ARE HIRING

Durban



POLICY RETENTIONS CONSULTANT

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 Policy Retentions Consultant will be responsible for timely and effective contacting of all customers who have not paid their insurance premiums or intend cancelling their Bidvest Insurance products, with the aim of arranging alternate premium collection dates or retaining customers.

What You'll Need



Sales Guru

We've already done selling ice cream to Eskimos...but if you believe **knowledge is power** and you have a proven track record in high energy sales, then you'll fit right in.



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



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 Responsibilities

- ▶ The consultant must have strong selling abilities
- ▶ Ability to convince customers that products meet their needs
- ▶ Must have upsell and Cross sell capabilities.
- ▶ Ability to accurately assess customer needs and deal with objections that may arise
- ▶ Ability to feedback issues of compliance and insurer requirements to sales consultants.
- ▶ Must have the ability to re-sell products should customer wish to cancel.
- ▶ Liaising with correct departments to resolve any administration issues and following up until resolution.
- ▶ Ability to handle a high quantity of policies in an efficient & timely manner
- ▶ Attention to detail necessary
- ▶ Provide feedback to management with regards to any risks posed to the business.
- ▶ Maintain and develop professional telephone skills and ensure compliance
- ▶ Daily administration.

Qualifications

- ▶ Grade 12 /Matric
- ▶ RE Qualification Essential
- ▶ FAIS Compliant- Minimum 60 Credits

Knowledge & Skills

- ▶ Minimum 3 years' successful experience in an insurance/ financial services environment.
- ▶ Experience in an inbound/outbound call centre environment Initiative, urgency, and results orientated and driven
- ▶ Excellent telephone selling skills with professional telephone manner and commercial acumen and the capability to communicate with enthusiasm and drive.
- ▶ Computer literate – MS Word, Excel, Outlook, and CRM knowledge/experience.

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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