



**WE ARE HIRING**

**Durban**



## SENIOR CLAIMS ASSESSOR

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 Africa's largest diversified industrial companies, your career aspirations with us are only limited by your own imagination.

### Position Overview

The Senior Claims Assessor will be responsible for the operational supervision of the Warranty, Tyre, Service & Maintenance Assessing Teams.

The Senior Claims Assessor will under general direction, research, collate, record, and examine coverage information to make highly complex short term claim settlement determinations within company guidelines.

The Senior Claims Assessor 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.

### 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!**



#### Compassion

A large reason why we exist is because **we care!** It's important that we care for our customers, our business our environment and each other



#### 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're 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.
- ▶ Assist with Ombudsman cases and collaborate with other stakeholder during the Complaints process.
- ▶ Contribute and assist to review processes and protocols where required to assist in delivery of quality claims decisions
- ▶ 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.
- ▶ Receive and analyze Independent Specialist reports in context of the claim
- ▶ Liaison with stakeholders regarding claim queries.
- ▶ Ensure adherence to audit, regulatory and compliance requirements
- ▶ Liaison with Claims Manager and business partners with regards to claims queries.
- ▶ 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.
- ▶ Generating and analyzing claims reports to identify industry and claims trends
- ▶ Identifying multi claimants, fraudulent claims and take the necessary actions.

### People Management:

- ▶ Provide technical information and support to Claims Assessment team.
- ▶ Empower team members with transfer of knowledge, be the Claims Team SME
- ▶ 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 qualification essential.
- ▶ Accredited mechanical qualification, Trade Test essential.

### Knowledge & 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, 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
- ▶ Must have excellent telephone etiquette

- ▶ Good computer knowledge - MS Outlook, Excel and Word are necessary
- ▶ Good report writing and presentation skills
- ▶ Planning and organizing
- ▶ Attention to detail
- ▶ Client centricity

**Submissions:**

Preference will be given to PDI candidates in line with our EEstrategy.  
Interested candidates to please submit their CV to: [jobs@bidvestinsurance.co.za](mailto:jobs@bidvestinsurance.co.za)

Bidvest Insurance is an authorised Financial Services Provider  
FSP46395



