



**WE ARE HIRING**

**Durban**



## Policy Retentions Consultant

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 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



#### 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!**



#### Energy

We operate with passion and excitement & thrive off a '**can do!- let's go!**' attitude. We believe in embracing new challenges and celebrating our wins!



#### 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.



## Key Responsibilities and Duties

- ▶ 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

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

## Experience

- ▶ Minimum 3 years' successful experience in an insurance/ financial services environment.
- ▶ Experience in an inbound/outbound call centre environment
- ▶ 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.

## Knowledge and skills

- ▶ Excellent communication (verbal and written) - Good command of the English language.
- ▶ Motor Industry experience would be an advantage.
- ▶ Excellent negotiating and closing skills
- ▶ Passion for people
- ▶ Able to sell a varied range of products and services
- ▶ Target driven
- ▶ Energetic
- ▶ Fluent in English and preferably other languages.
- ▶ Multi-tasking.
- ▶ Excellent time management and attention to detail.
- ▶ Confident and assertive.
- ▶ Ability to work under pressure.
- ▶ Team Player
- ▶ Accuracy
- ▶ Outgoing & vivacious personality & ability to work well under pressure
- ▶ Ability to handle pressure

**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](mailto:jobs@bidvestinsurance.co.za)

Bidvest Insurance is an authorised Financial Services Provider  
FSP46395



