

Call Centre Agentsx5: Reference No: CA0119

Five Call Centre Agent position has become available at our Head Office. We invite suitably skilled applicants with a passion for a challenging job to apply. Samwumed is committed to the transformation in Southern Africa and invite all qualifying applicants. The call centre agents will assist with receiving and dealing with calls in the Contact Centre.

KEY PERFORMANCE AREAS WILL INCLUDE, but not be limited to:

- Receive and handle general enquiries and queries received in the Call Centre
- Answer 80% of calls within 20 seconds
- Receive and handle 100-120 calls per day
- 100% accurate logging of query while on the call or during the wrap up time
- Attending to Walk-in and correspondence queries
- Ensure that queries are referred to the Client Services Team Leader

QUALIFICATIONS, EXPERIENCE AND SKILLS

- Senior Certificate (NQF4)
- 2 – 3 years call centre and claims experience in a medical environment.
- Knowledge of medical aid administration system/s.
- Call Centre Knowledge in a Client Service environment would be advantageous.
- Good communications and interpersonal skills are essential.
- Computer literacy essential.

COMPETENCIES:

- Following Instructions and Procedures
- Multi-tasking
- Communication (verbal and written)
- Initiative
- Adapting and Coping Cluster
- Diplomacy
- Interpersonal sensitivity
- Delivering Results

A competitive remuneration package is excellent Pension, Medical aid, Housing or Rental allowance and Performance bonus.

How to Apply?

Forward a detailed CV and a covering letter accompanied by certified copies of your qualifications, at least two contactable referees and a copy of your ID.

An application which does not contain **all** the requested information and/or does not meet the requirements will not be considered. Please quote our reference number on all applications.

Send applications to: recruitment@samwumed.org

For information about the scheme, visit www.samwumed.org

The Scheme reserves the right not to make an appointment. Should you not hear from us within two weeks of the closing date, please regard your application as unsuccessful.

CLOSING DATE: 14 February 2019 at 16h00
