



JOB DESCRIPTION

POSITION: **CLIENT SERVICE CONSULTANT: HEALTH INSURANCE**

REPORTS TO: **OPERATIONS MANAGER: INSURANCE or TEAM LEADER: CLIENT SERVICES**

Purpose of the job

The Client Service Consultant is responsible for answering and resolving the queries of health insurance members, healthcare providers, employer groups and other stakeholders, and is responsible to satisfy clients, and maintain the good image of the company.

Duties and responsibilities

- Answer all telephone calls from members, intermediaries and suppliers and ensure that lost calls are limited to the required Service Level Agreements (SLA's) of all Schemes
- Dealing with multiple telephonic queries from Universal members, brokers and public and internal parties
- Dealing with all queries through to resolution
- Keeping clients up-to-date with their queries
- Ensuring excellent service to all members
- Logging of all queries and keep up to date with policy and product changes
- Assisting with written correspondence where necessary
- Willing to work in the evenings and on Saturdays

Skills and Attributes

- Minimum of 3 or more years' customer service experience
- Familiarity with telephone techniques and skills
- Proficient data entry skills
- Working knowledge of personal computers and ability to navigate through software applications
- The ability to utilise a personal computer and keyboard efficiently and accurately
- Demonstrated verbal communication skills and ability to convey information clearly and effectively
- Ability to effectively handle multiple tasks in a fast paced environment
- Ability to identify problem issues and determine the appropriate course of action/redirection within department guidelines required to resolve issues
- Ability to resolve issues of conflict in a tactful and professional manner and to effectively diffuse irate callers

Language Requirements

- High Level of verbal proficiency in English is a requirement
- Speaking an official South African Language other than English or Afrikaans will be an advantage

Qualifications and Experience

- Matric / Grade 12 or equivalent

Work Requirements

- Working Hours 8:00 to 17:00
- The position will be based in Sunninghill, Johannesburg.

Remuneration

- A competitive salary and benefits will be negotiated, consistent with experience and the role and responsibilities of the position.

The Employment Equity approach of Universal Healthcare broadly aims to:

- Foster diversity in the workplace;
- Promote equal opportunity and fair treatment in employment through the elimination of all forms of unfair discrimination.