



JOB DESCRIPTION

POSITION: KEY CLIENT LIAISON: INSURANCE

REPORTS TO: GENERAL MANAGER: INSURANCE

Purpose of the job

The Key Client Liaison: Insurance report directly to the General Manager: Insurance and will have the responsibility of being an intermediary between the company and the management teams of key clients / schemes. The Key Client Liaison: Insurance will oversee the relationship between the company and key clients and ensures that all statutory, contractual, and operational requirements are fulfilled. The Key Client Liaison: Insurance will further be responsible to drive all new projects with key clients and monitor delivery of projects.

Duties and responsibilities

Responsibilities include but are not limited to:

- Liaise with Key Clients and Group Project Office to ensure projects are delivered on time
- Keep up to date with relevant issues, inter alia via participation in industry discussions, so as to inform clients of changes to the environment
- Monitor the administrative services and provide Key Clients and the General Manager: Insurance with feedback on general and specific issues relating to the administration of Key Client schemes
- Prepare or co-ordinate documents and marketing material such as application forms, dependant questionnaires, member guides etc.
- Do root cause analyses on all queries from Key Clients and assist in resolving the queries
- Manage the process of compiling and presenting reports to Key Clients
- Keep the Key Clients advised of all relevant matters relating to them
- Oversee service levels including the resolution of all "elevated" / "priority" queries
- Ensure all operational activities, including call centre services; all correspondence; statements and mini statements; claims; special claims; dealing with accumulated savings; provider and member reimbursements; membership matters; special projects meet the contracted SLA
- Development and maintenance of sound relationships with providers of service to the Key Clients
- Development and maintenance of sound relationships with management of Key Clients
- Prepare monthly management reports to General Manager: Insurance for management of, and discussion with, Key Clients

Skills and Attributes

- High Level of proficiency in MS Office, eg MS Word, MS Excel, MS Outlook, MS Teams
- Understanding the value chain in insurance, including the customer journey, broker expectations, administrator expectations, insurer expectations and
- Ability to solve complex problems
- Report writing skills
- Good organisational ability and able to meet tight deadlines
- Able to work independently within a team environment

Qualifications and Experience

- Matric / Grade 12 or equivalent
- Project Management qualifications will be an advantage
- Experience in the Insurance industry will be an advantage
- RE5 qualification will be required. If not obtained, it will be a requirement of the role to pass the RE5 examination within 6 months of appointment

Work Requirements

- Working Hours 8:00 to 17:00
- The position will be based in Sunninghill, Johannesburg
- The position may require travel locally and internationally

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.