



We have more than  
**400 000**  
active policies



Our team consists of  
motivated individuals

**236**

We have more than  
**1 500 000**  
lives insured



Our products are underwritten by:

**ASSUPOL**  
SERVING THOSE WHO SERVE SINCE 1913

&

**GUARDRISK**  
TAILORED RISK SOLUTIONS



Work from home + we offer  
**flexible working hours.**



Monthly Employee Wellness Initiatives:  
**ZUMBA, YOGA, ICE CREAM & MORE**

## Opportunity: Retentions Clerk

<b>Position:</b>	Retentions Clerk
<b>Department:</b>	Retentions
<b>Reports To:</b>	Manager - Retentions & Cash Premiums
<b>Employment Status:</b>	Full Time
<b>Location:</b>	Bedfordview, Germiston (with possibility of Hybrid)
<b>Closing Date:</b>	11 October 2024

### Company Overview:

We are an exciting insurance company, with over 25 years of experience in non-traditional sectors, looking for a Retentions Clerk to join our team. We are focussed on client centricity and solving needs for South Africans with innovation, unique and creative solutions, and products.

### Role Description:

The Retentions Clerk will be responsible for contacting clients to retain their funeral policy where the client has informed us that they would like to cancel; by informing clients of their existing policy benefits and or dependants covered.

### Key Responsibilities, Duties, and Tasks:

- Gathering data regarding client stated cancellation reason.
- Premium collection for unpaid or underpaid policies.
- Telephonic Membership enquiries.
- Assisting clients telephonically with policy payment enquiries.
- Meet daily and monthly targets.
- Policy retentions.
- Identifying and assessing client's needs to satisfactorily resolve their queries.
- Treating the customer fairly.

### Qualifications, Skills, and Experience:

#### Qualifications & Experience

- Education Level Grade 12.
- 2-5 Year Call Centre Experience.
- Speak more than one African Language (Advantage).

- Experience in Retentions Cancellations and Sales (Advantage).

### Job Skills

- Attention to Detail, Team Player, Self-motivated, Organizational Skills, Ability to Manage Deadlines, Communication and Interpersonal Skills, Integrity.
- Honesty, Self-disciplined, Trustworthy, Friendly, Responsible, Reliable, Positive Attitude.

### Key Competencies

- Energetic
- Personable individual
- Well spoken
- Emphasis on quality customer service
- Interpersonal awareness / empathy
- Drive to succeed
- Stress handling
- Innovative
- Must be able to work under pressure

### Remuneration & Benefits:

- Market-related based on experience.
- Performance-based annual bonus.
- Subsidised Life and Disability Cover.
- Funeral Cover.

Join our dynamic team and contribute to the success of our insurance company by ensuring operational excellence, exceptional customer service, and sustainable growth. Apply today and help shape the future of our organization!

### How to Apply:

Share you CV with us at [careers@nhb.co.za](mailto:careers@nhb.co.za).