

Position Title: Assistant Claims Assessor

Reports to: Assistant Manager: Claims & Front Desk Operations

Operations Location: Windhoek

Job Summary:

The Assistant Claims Assessor provides general administrative support and assistant to the claims division, front desk operations and the company as it relates to the claims processing and administration process. This position is responsible for customer service, logging incoming claims, filing them, maintaining the overall claims processing procedures and system.

Key Responsibilities:

- · Lodge, process, and verify claims documents in the Policy Administration system.
- · Maintain accurate and secure filing systems for claims and correspondence.
- · Act as a primary point of contact for client inquiries related to claims.
- · Provide clear, accurate information and guidance to clients on claims processes.
- · Resolve client queries promptly or escalate complex cases to senior staff.
- · Follow up on claims-related matters with clients and ensure timely updates.
- · Data entry, record-keeping, and reporting.
- · Maintain confidentiality and compliance with company policies in all activities.
- · Terminate members on policy administration
- · Prepare and submit letters of minors to Master of high court

Added Advantages

- · Empathy and professionalism in client interactions.
- · A proactive, solution-oriented approach to challenges.
- · Collaboration and adaptability in a dynamic work environment.
- · Exceptional organisational and planning skills.
- · Sharp attention to details.
- · Ability to maintain positive working relationships with customers.
- · Confident communication skills, both face-to-face and over the phone.

Requirements:

- An appropriate and relevant Diploma with 3 years' experience in a relevant field such as insurance and or administration
- Must be a competent user of MS Office applications, particularly Excel and Word. Should have the ability to use business operating systems and basic to intermediary level. Proficient in the use Internet, email, database and relevant social media platforms. Should have strong typing skills for data entry.

How to Apply:

Submit your application to recruitment@namforce.com.na by the 12th of December 2024.