



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:**  
Employee centric wellness programmes and  
tiered benefit structure



## Opportunity: Claims Validator

<b>Position:</b>	Claims Validator
<b>Department:</b>	Claims
<b>Reports To:</b>	Claims Manager and Claims Supervisor
<b>Employment Status:</b>	Full Time
<b>Location:</b>	Bedfordview, Germiston (with possibility of Hybrid)
<b>Closing Date:</b>	15 November 2024

### Company Overview:

We are an exciting insurance company, with over 25 years of experience in non-traditional sectors, looking for a Financial Controller 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 role of the Claims department is to provide our clients with an exceptional claims experience, by efficiently and effectively settling all claims received. We ensure that the claim settlement processes are seamless and trouble-free for our clients. To make sure that our members can bury their deceased and mourn, without the added pressures and costs that come with the funeral.

The Claims Validator is responsible for the preparation, validation, and finalisation of all registered claims. The Claims Validator must actively manage the validation of claims which need to be paid, repudiated, or forwarded to the awaiting info queue. The Claims Validator ensures efficient and effective settlement of registered claims within the terms of the relevant Policy wording, agreed quality standards and business rules.

### Key Responsibilities, Duties, and Tasks:

- Handle claim queries received from Claims Assessors, Supervisor, or Manager.
- Assist clients with claims queries or concerns.
- Liaise with the Claims Assessor and advise them of any issues that arise.
- Meet the required production levels, assigned to them by their Supervisor, and their Manager.
- Meet the required quality standards, assigned to them by their Supervisor, and their Manager.

- Handle the validation of captured and registered claims.
- Pay attention to detail when validating claims.
- Prepare the reconciliation of validated claims which need to be paid at the end of the day.
- Manage and prepare the daily claims metrics reports.
- Adhere to processes, scripts, and standard operating procedures (Q.A).
- Validate claims on Dionysus.
- Assist with training and upskilling the team across assessments, declined claims, and fraud identification and investigation.
- Ensure great customer service for the client.
- Liaise with their team members and interdepartmental team members on Claim queries on behalf of the member.
- Actively manage all aspects of the claim's validation process.

### **Qualifications, Skills, and Experience:**

- Matric / NQF4
- Computer literate
- Three to five years of Claims Assessment / Validator experience is required.
- Can use and operate Microsoft office and outlook.
- Punctual, dedicated, hardworking, quick learner and honest.
- Must understand the importance of providing the customer/ member with good service and settling claims on time.
- Must really show an interest in the function he/she is performing.
- Good communication skills.
- Able to communicate in English, Afrikaans, Zulu or Setswana and an added bonus if they can speak Xhosa, Tsonga or Venda
- Good listener
- Team player
- Someone not afraid to work extra hours/overtime if need be.
- Compassionate
- Humble
- Fit in with MHA's culture and work ethic.

### **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 your CV with us at [careers@nhb.co.za](mailto:careers@nhb.co.za).