



We have more than
400 000
satisfied policyholders



Our team consists of over
motivated individuals

250

We have more than
1 500 000
lives insured



Our products are underwritten by:

ASSUPOL
SERVING THOSE WHO SERVE SINCE 1913



We offer hybrid working models including
**working from home
& flexible hours**

Monthly Employee Wellness Initiatives:
Employee centric wellness programmes and
tiered benefit structure



Opportunity: Retentions Clerk

Position: Retentions Clerk
Department: Retentions
Employment Status: Permanent
Location: Bedfordview (Position is office based)

Company Overview:

MHA Management Holdings is an established player in the South African long term insurance market with over 25 years of experience in non-traditional sectors. We sell and administer a full range of funeral insurance products in the trade union environment and have a very close working relationship with our clients. We are focused on client centricity and solving needs for South Africans with innovation, unique & creative solutions, and products.

Role Description:

This role is responsible for contacting clients (policyholders) 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 their dependents 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.

Key Competencies:

- Energetic

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

Qualifications, Skills, and Experience:

- Education Level Gr12
- 2-5 Year Call Centre Experience
- Able to speak more than one African Language would be an advantage
- Experience in Retentions Cancellations and Sales would be an advantage.
- Skills: Attention to detail, Team player, self-motivated, organizational skills, the ability to manage deadlines, communication and interpersonal skills, integrity.
- Honesty, Self -disciplined, Trustworthy, Friendly, Responsible, Reliable, Positive Attitude.

Company Culture: Our company culture is built on teamwork, collaboration and innovation. We value diversity and inclusiveness and strive to create a space where everyone feels welcome and supported. Our core values focus on honesty and integrity to create a positive work environment where coworkers are respected.

How to Apply:

Share your CV with us at careers@nhb.co.za.