

Name of the Role: Employee Benefits Admin Claims Reviewer (Cape Town)

Role Description:

Sygnia is the fastest-growing multi-management company in South Africa. Become a part of the team and be responsible for the claims administration of several retirement funds and all that it encompasses.

Duties and daily responsibilities:

- Oversee the day-to-day operations of your Claims Team
- Ensure that the team adheres to the clients' current Service Level Agreements and add value to clients by continually trying to improve the services provided
- Ensure that the team performs according to contracted performance areas to deliver the highest level of service
- Identify ways of promoting accuracy and maximising productivity within the team
- Plan, assign & monitor allocated tasks as well as the workload of the team members
- Monitor team members' execution of tasks and provide training and constructive feedback as and when required
- Review and approve claim payments
- Perform quality assurance reviews on team members' work
- Regularly evaluate and improve processes to ensure effectiveness and efficiency
- Investigate and resolve queries efficiently and on a timely basis
- Responding in a professional, timely and empathetic manner to both written and telephonic enquiries from internal and external clients
- Regularly engage, interact with and report to management and clients where required
- Liaise with internal and external auditors
- Ensure tax, legislative and statutory requirements are met
- Assist with the implementation of changes to new and existing products and processes
- Balance own priorities while directing and motivating others
- Having and maintaining a technical understanding of SURF offerings and the ability to apply that understanding to daily outputs
- Assist with ad hoc administrative tasks as and when required

Role qualifications and experience:

- Diploma/Degree Advantageous
- Experience with the Everest administration system advantageous;
- A minimum of 3 years' Employee Benefits experience;
- Strong operational knowledge of umbrella fund administration and the relevant administrative processes including (but not limited to) monthly updates, claims (cash, transfers, death, etc), section 14 transfers, etc
- Strong attention to detail
- High level of numeracy and accuracy
- Excellent organisational skills
- Ability to prioritise tasks
- Ability to perform under pressure
- Excellent communication skills, both verbal and written
- Strong analytical/problem-solving skills
- Proactive individual who is willing to take responsibility and accountability for allocated tasks
- Team player
- Excellent Interpersonal skills

To apply:

Email: Sesethu Gobelo at recruit@sygnia.co.za

Should you not hear from us within 14 days after submitting your application, please accept your application as unsuccessful.

Disclaimer:

Please be advised that your personal information shared on your resume will only be used as part of the Sygnia recruitment process for the role applied for. It will not be shared with any third parties for any other reason.