

## JOB DESCRIPTION

### CAPTURING AND COMPLIANCE CLERK

**Reporting to:** *Membership Manager*

#### DESCRIPTION

The Capturing and Compliance Clerk's goal is to ensure completeness of forms and the compliance of supporting documents prior to the capturing of the new members, changes to member details, termination of dependants, enquiries and correspondence. Service levels delivered should set the industry benchmark standards for membership administration processing, service delivery and excellent customer service, that consistently exceed customer expectations.

#### DUTIES AND RESPONSIBILITIES

- Mailbox management
  - Investigate, resolve and reply to all enquiries and problems from members and employer groups relating to aspects of membership administration
  - Ensure all decisions and responses commensurate with Scheme rules and Universal Healthcare protocols and procedures
  - Liaise with and support other company departments and external service providers and clients as required
  - Maintain customer-centric focus and good relations with all
- Verify the quality completeness of all forms/ submissions
- Quality check compulsory supporting documents and request outstanding information and / or documents for:
  - New business
  - Changes and / or updates to existing membership profiles
  - New employer groups
  - Changes and or updates to existing employer groups
  - Option changes – annual and or midyear process
  - Changes to banking details



- Membership swops
  - Overaged dependants process
  - Transferring employee from employer group to individual
  - Student proof – annual and midyear process
- Receive and collect hand delivered membership items from various stakeholders/ reception
- Data capture fully completed items submitted within SLA
- Follow up outstanding / incomplete information
- Reporting (daily / weekly / monthly)
- Undertake duties as required to ensure effective daily operations
- Monitor and manage escalation/complaints are resolved within 1-day turnaround time with appropriate feedback provided
- Answering of telephone queries
- Investigate, document and report operational tasks to management for helpdesk possible system issues
- Report system tasks required, participate in user testing and training when required until resolved
- Assist with business processes/ SOP's
- Oversee and assist in writing, training, implementing and monitoring new and existing SOPs and modules
- Participate and complete tasks allocated within the company audits scheduled (internal and external)
- Participate in special projects and perform other duties as required or assigned.

### **EXPERIENCE AND QUALIFICATIONS REQUIRED**

- Grade 12
- At least 3 years membership experience
- Ability to work under pressure
- Ability to attain targets
- Ability to work in a dynamic, fast-paced team environment
- The capacity to work alone or as part of a team
- Must have excellent communication skills
- Ability to prioritize functions and ensure deadlines are met
- Hardworking, persistent, and dependable



- Prepare daily, weekly and monthly productivity reports.
- Familiarity with regulatory frameworks affecting the financial and corporate sectors.

### KEY COMPETENCIES AND SKILLS

- Attention to high quality standards and productivity
- Excellent customer centricity, interpersonal skills, written and oral communication, negotiation
- Emotional maturity, self-driven, flexible and the ability to cope with pressure
- Analytical thinker
- A demonstrated commitment to high professional ethical standards
- Excels in a fast pace environment
- Deadline driven
- Self-motivated
- Knowledge and understanding of industry.

### COMPUTER LITERACY

- Proficiency with Microsoft Office
- Prior knowledge and experience in the use of a medical aid administration systems.

### WORK REQUIREMENTS

- The position will be based in **Sunninghill**.

### REMUNERATION

- A competitive salary and benefits will be negotiated, consistent with experience and the role and responsibilities of the position.