

Back office Administrator

This is an opportunity to become part of the founding team and participate in a fast paced and high growth environment. The company is a predominantly outbound based debt counselling call centre also offering financial products such as insurance.

The role is best suited for individuals who are task focused, detail orientated and target driven, with a passion for helping people through access to sound financial services.

Job description:

Your role as Back office administrator, will be to manage the company's back office operations end to end process, ensuring all required business outcomes are met, in line with prescribed policies and best practice while providing support on administrative duties relating to the debt counselling and insurance product lines and any other value adding services and product.

Typical duties you will be responsible for:

- Receive and Administer checks against prescribed standards on work flow submitted by frontline sales agents
- Make outbound calls to customers to follow up on outstanding documents and educate customers as relevant on process and next steps
- Promote leads to client status on the DC system
- Notify the NCR of all clients who have applied for debt review by submitting relevant client information
- Distribute appropriate forms to credit providers as per DC process, within prescribed timelines
- Upload payment information to the Payment Distribution Agent (PDA) to ensure the business receives monies due to us for our services
- Daily management of the central admin mailboxes for incoming customer and credit provider documents e.g. Certificates of Balance (COBs)
- Accurately capture and save the actual debt balances from COBs received on the DC system
- Obtain and chase for required documentation
- Administer debit order cancellation requests per Credit provider
- Must have a good understanding of the FAQs across products and service offerings (regular knowledge assessments will be facilitated)
- Update the customer and credit provider database where applicable
- Capture customer information e.g. the insurance system as required, for new business processing and confirm accuracy of any pre-populated information / DC systems
- Capture customers' loan details as per COB and assess based on prescribed rules which existing policies to offer /replace
- Liaise with existing insurers to cancel replacement policies in time

- Ongoing management of client portfolio

Job requirements:

- Matric or equivalent – minimum
- Min 1 year back office experience – experience in DC and/or insurance and financial services back office will be highly advantageous
- Good verbal and written communication skills (as a min in English)
- Written and verbal communication skills in any **other official South African languages will be highly advantageous**
- Proficient in MS Office
- Ability to work within SLA's and towards deadlines
- Ability to work under pressure and to cope with set backs
- Ability to fully manage and own a portfolio and report back on your portfolio with raising risks, challenges, obstacles and recommending suggestions to improve
- Flexibility to work extra hours / Saturdays when needed
- Clear credit and criminal record

Competencies and skills:

- Strong negotiating skills will be invaluable when dealing with credit providers and customers
- Natural and strong people skills and orientation
- Effective communication skills to articulate well, providing clear, concise response and instruction
- Ability to adapt tone and approach to influence positively
- Active listening and empathy to build rapport with customers, credit providers and debt counsellors
- Customer focus and service orientated with the ability to react professionally to irate individuals
- Work towards and deliver high standards of quality of work
- Strong planning, organisation and time management skills to effectively manage a portfolio
- Detail oriented with the ability to multi-task to ensure various tasks are executed without error
- Problem solving skills
- Delivery orientated
- Decision making and ability to think on feet
- Detail orientation with ability to multi task
- High levels of stress tolerance and resilience
- Change orientation and adaptability
- Ability to work without supervision and within a team with team members
- Must be comfortable working with numbers

Behavioural attributes:

- Self-motivated
- Results driven and achievement orientated
- Personal effectiveness
- Emotional Maturity
- Strong work ethic
- Punctual and reliable (time management)
- Professional at all times
- Empathetic but assertive and respectful
- Persuasive and Persistent
- Ability to work unsupervised

Key performance indicators:

- Customer targets (Acquisition, share of wallet and retention, collection of documents, Managing SLA)
- Customer service and experience measures
- Quality measures
- Efficiency measures

Location:

Pinelands, Cape Town. Close proximity to train and bus stations.

Work hours:

Monday to Friday 08h00 – 16h30

Saturday 09h00 – 13h00 (as and when required)

Remuneration:

Market related basic plus performance based bonus and incentives – ranges on offer range R3500 to R8000