



Physical Address: WCMAS Building, Corner OR Tambo & Susanna Street
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INTERNAL AND EXTERNAL VACANCY

Job Title: Call Centre Agent

Department: Client Services

Position: Permanent

Responsibilities:

- Handle inbound calls from members, healthcare providers, and other stakeholders regarding medical aid inquiries and assistance
- Provide accurate and timely information about benefits, claims, and scheme rules
- Assist members with navigating the medical aid system, including enrolment, authorisation processes, and chronic registration
- Address member queries and complaints with empathy and professionalism, striving to achieve satisfactory resolutions
- Collaborate with other departments to ensure seamless coordination of member services and support
- Maintain thorough and up-to-date knowledge of medical aid policies, procedures, and industry regulations

Requirements:

- Grade 12 or equivalent
- Relevant qualification in related field advantageous
- Minimum of 3 to 5 years healthcare industry experience
- Must be able to communicate in most African languages with an addition of English
- Strong customer service orientation with a focus on delivering exceptional experiences
- Excellent communication skills, both verbal and written, with the ability to explain complex information clearly and concisely
- Demonstrates empathy and patience
- Attention to detail and accuracy in data entry and documentation
- Computer literate
- Experience with the MIP dashboard system

Send your CV's to Jaatjie Snell at jsnell@wcmas.co.za. All CV's received on or before the **1st of March 2024** will be considered.