



## Claims Negotiator – Commercial / Corporate Minet Namibia Insurance Brokers (Pty) Ltd – Windhoek Branch

### General description of Position

To provide a claims consulting service to clients

### Key Responsibilities:

- Administration of claims and ensuring adherence to the claims' strategy and operating procedures.
- Proactive claims consulting and servicing of clients.
- Managing client relationships within the claims process for a portfolio of clients (motor & non-motor).
- Ensuring adherence to best operating practices within the claims environment to enable adherence to agreed SLA's.
- Ensuring client expectations are met during the claims process and at settlement.

### Educational Qualifications:

- Must have completed Grade 11 (New Curriculum) with minimum 55% or Grade 12 (NSSC-O) with minimum 25 points
- An insurance qualification – Short-Term Insurance Qualification (NQF4) or Elements of Short-Term Insurance - will be an advantage

### Experience Requirements:

- Have 5 years' experience in Commercial / Corporate claims processes and administration
- A good track record within the insurance industry

### Skills/Competencies Requirements:

- Have excellent technical knowledge of Short-Term Insurance at Commercial / Corporate level
- Be highly proficient in the full Microsoft Office Suite
- Have above average communication skills, both written and verbal (English essential, third language can be advantage)
- Have proven ability to communicate effectively and professionally over the telephone - this is an essential requirement
- Have the ability to make decisions and have accountability
- Have a professional approach, be reliable and take responsibility for problem solving
- Can work independently, cope with high volumes of work, perform under pressure and handle irate clients in a composed manner
- Have a reputation of building good relationships, both internally and externally
- Have excellent negotiation skills and ability to represent the company in a favorable manner
- Be trustworthy and enjoy the claims fulfillment environment
- Be a team player and be able to build good relationships with clients, colleagues and insurers

### Special Requirements:

- ITC Report
- Police Clearance Certificate

*This position will comply with Minet Namibia Insurance Brokers (Pty) Ltd's Affirmative Action Policy.*

**CLOSING DATE: 27 AUGUST 2024**

Kindly submit your cv via e-mail to [recruitment@minet.co.na](mailto:recruitment@minet.co.na)

**\* Please take note that only shortlisted candidates will be contacted  
\* Candidates not meeting the minimum requirements will not be considered**

### OUR VALUES

01 | | Honesty    02 | | Expertise    03 | | Agility    04 | | Respect    05 | | Teamwork