

JOB DESCRIPTION

JOB TITLE	ADMINISTRATIVE CLAIMS ASSISTANT
ROLE MISSION	To provide core administration support to the administrative function of the Fidelity Fund and to manage and monitor the claims submitted against the Fidelity Fund.
ORGANISATIONAL STRUCTURE REPORT TO DIRECT REPORTS NUMBER OF REPORT	Legal & Complaints Manager
REQUIRED MINIMUM QUALIFICATION / EXPERIENCE	<ul style="list-style-type: none"> - Matric + 3 years national diploma. - A minimum of 3 years' experience as a claims technician/administrator within an insurance industry; - A minimum of 3 years' experience in a claims processing and administration capacity within any insurance company; - Extensive admin support experience will be an advantage.
JOB GRADING LEVEL	N/A
REQUIRED COMPETENCIES	- An understanding of word, excel and basic computer network systems;

	<ul style="list-style-type: none"> - An ability to understand the Sheriffs' Act as well as well as basic legislation governing the profession. - A good understanding of claims handling procedures and monitoring principles - Ability to manage relationships between and within different operational paradigms. - Strong analytical and lateral thinking ability - Strong Computer literacy - Ability to interact at all levels - Good communication skills – verbal, written and telephonic - Ability to work under pressure and under stressful conditions -Team Player: Working with others independently to attain both individual and team objectives. - Adaptable / Flexible. - Practical and Hands-on. - Willingness to work long hours and minimal travelling
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KEY PERFORMANCE AREAS			
NO.	KEY PERFORMANCE AREAS (MAJOR ACTIVITIES / RESPONSIBILITIES)	INPUT (METHODS USED)	OUTPUT (EXPECTED RESULTS)
1.	Claims Administration	<ul style="list-style-type: none"> • Responsible for the general administration, analyzing and processing of the fidelity fund historical claims. 	

		<ul style="list-style-type: none"> Analyse all claims and report to the Legal Manager on the status of such claims Provide admin support to the Fidelity Fund Committee and the Chairperson of that Committee Drafting submissions for rejection or approval of claims based on analysis of claims made. 	
2.	Claims Processing	<ul style="list-style-type: none"> Ensuring that all required information has been submitted accurately for claims processing Registering and processing of new claims against the Fidelity Fund 	
3.	Report Writing	<ul style="list-style-type: none"> Compile continuous progress and status reports on old and new claims against the Fidelity Fund Investigating potentially fraudulent claims 	
ROLE DEFINITION		SIGNATURES	
AGREED BY INCUMBENT :			
AGREED BY MANAGER:			
DATE:			