

VACANCY

TAKAFUL ADMINISTRATION ASSISTANT KWAZULU NATAL, GAUTENG, WESTERN CAPE

Applications for interested and suitably qualified candidates are invited in respect of the above vacancy.

CORE PURPOSE OF THE JOB

To provide comprehensive administrative support to brokers within the respective Regions, ensuring efficient processing and management of Takaful policies, enhancing service delivery, and supporting overall business objectives.

MAIN FUNCTIONS OF THE JOB

Policy Administration

- Captures the Takaful policy applications, renewals, and amendments accurately and efficiently to ensure service level agreements (SLAs) are met.
- Verifies and validates policy documentation to ensure compliance with regulatory and internal standards.
- Maintains up-to-date policy records in the system, ensuring data integrity and confidentiality.
- Ensures that clients are onboarded on the iMAL system.
- Follows up on FICA requirements if applicable.
- Follows up with the client on outstanding information and pending quotations.

Broker Support

- Assists Regional Brokers with queries related to policy applications, documentation requirements, and Takaful product details, ensuring prompt and effective responses.
- Coordinates with Regional brokers to collect and verify client information, ensuring all required documentation is complete and compliant.
- Provides any administration support to the National Manager, Operations Supervisor and Brokers as and when required.
- Contacts clients in the absence of the Broker and/or Manager, not in an advisory capacity.

Claims Processing and Resolution

- Supports the claims team in managing the claims process by collecting necessary documents, verifying details, and communicating updates to brokers.
- Follows up on pending claims, ensuring they are processed within stipulated timelines and that any discrepancies are resolved promptly.

Compliance and Reporting

- Ensures that all Takaful processes and documentation comply with the regulatory requirements and the bank's internal policies.
- Prepares and submits regular reports on policy administration, broker support activities, and compliance metrics to the Takaful Operations Supervisor.
- Identifies areas for process improvement to enhance efficiency and compliance.

Qualifications:

- A diploma or bachelor's degree in Business Administration, Insurance, or a related field.
- Certification in Islamic finance or Takaful will be an added advantage.

Experience:

- Minimum of 2-3 years of experience in an insurance or Takaful administration role would be an advantage.
- Experience in a customer-facing or broker support capacity is preferred.

Knowledge:

- Understanding of Takaful principles, policies, and regulatory requirements.
- Proficiency in insurance administration.
- MS Office applications.
- Familiarity with customer service best practices.

Al Baraka Bank is an Equal Opportunity Employer. Applicants from the previously disadvantaged groups and people with disabilities will be given preference.

Kindly forward your CV to stephanie@albaraka.co.za