



ambledown

FINANCIAL SERVICES (PTY) LTD

ADVERTISEMENT

1. Job Title: - Membership Administrator
2. Qualifications: -
 - Matric
 - FAIS Compliant
 - Customer Service Certificate
3. Skills and Experience: -
 - A minimum of three years' experience in an administrative position
 - Excellent English communication and writing skills
 - Excellent data entry and typing skills
 - Always demonstrate an elevated level of customer service
 - Adaptable: resilient person and shows a positive response to change
 - Attention to detail and accuracy
 - Ability to manage the pressure of difficult clients - always remain calm, friendly, courteous, polite, professional, and willing to assist
 - Takes ownership and responsibility of daily interaction with all clients
 - Ability to work within an established team
 - Excellent analytical skills and pays mindfulness
 - Resilient: must be able to work under constant measurement and pressure
 - Knowledge of The Protection of Personal Information Act (POPIA) and the ability to apply this in day-to-day functions
 - Computer literate – Intermediate MS Excel necessary – 'VLookups'
4. Reporting to: - **Group Membership Manager**
5. Scope of Responsibility:
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 - Reconcile employee listings using Excel
 - Update membership from Listings
 - Load new applications
 - Terminations, changes, and updates
 - Create Client statements of accounts and email to Groups monthly
 - Respond to customer queries timeously



- Promote and practice Customer 1st principles
- Liaise with external payroll departments
- Assist with managing daily workflow
- Inform groups of requirements and procedures
- Consult with brokers and members
- Effective and timeous communication - communicate in a professional manner with both internal and external parties and respond to queries within the agreed turnaround times
- Manage inbound and outbound calls promptly
- Management of queries and day-to-day functions within SLA in an effective and professional manner
- Always adhere to quality standards.

6. Changes: - The company reserves the right to change this job description at its sole discretion from time to time.
7. Applications:- hr@ambledown.co.za
8. Closing Date:- 21st December 2023