



Digicall
currently has the following Vacancy:
Case Manager
Johannesburg

ROLE SUMMARY

Answer inbound or internally transferred telephone calls, evaluate the caller's assistance needs, take ownership of the problem and co-ordinate an appropriate solution to the problem presented using either internal or external resources.

QUALIFICATIONS

- Minimum Grade 12 or equivalent NQF level 4
- Advantageous: Short Term Insurance related qualification

EXPERIENCE

- 2 years' experience in a call centre environment

RESPONSIBILITIES

Operational

Frontline

- Ensure continuity of service delivery by answering all incoming calls timeously and professionally as per agreed client protocols and contractual agreements.
- Effective and professional call attendance within required call duration service level criteria
- Analyze the nature of assistance requested or further action required
- Validate the client's record
- Log all the relevant details accurately and complete all relevant fields on the required system based on the client's request and information
- Log non-benefit calls accurately via the Mitel account code platform or on other platforms used.
- Explain the benefits and limits applicable
- Identify, implement and coordinate appropriate solutions
- Summarize and collate case related communications in the case register
- Immediately act upon any omissions or service failures identified during the course of the case management.
- Escalate complaints/possible complaints to the Team leader, Supervisor, Manager without delay
- Manage client expectations by communicating the workflow effectively

Dispatch

- Acknowledge receipt of case allocation on the system.
- Appoint a service provider within contractual requirements timeframes.
- Appoint the right and most appropriate supplier in the correct area.
- Escalate any problems with the service provider to the Supervisor and Procurement department immediately.
- Verify that correct rates are captured on the system for each case and are in line with the service level agreement with the supplier.
- Validate the costs correctly and accurately.
- Ensure that the correct mileage is added and authorized for each case where necessary.
- Discuss the rates with the appointed supplier if they are not on the panel and ensure that case notes are always updated and accurate.
- Apply allocation charges and ensure that a new service provider is appointed where an allocation has been made and the supplier is unable to assist.
- Ensure that the supplier receives instructions by sending a text message, telephone call and/or email after hours or during the weekends.
- Advise the client that the service provider has been appointed.
- Schedule a follow up at an agreed time and ensure the ETA is logged on the system.

Follow up

- Acknowledge receipt of case allocation on the system.
- Follow up within 20 minutes that the service provider has contacted the client.

- Re-assign back to Dispatch to re-appoint another service provider where there is a problem.
- Ensure that concise and adequate notes are updated on the system.
- Escalate complaints/possible complaints to the Team leader, Supervisor, Manager without delay.
- Complete the case on the system and close the case when a client is assisted.

COMPETENCIES:

- **Documenting Facts:** Communicates well in writing, readily understand the logic behind an argument and will ensure that all the relevant facts are taken into consideration.
- **Managing Tasks:** Very effective at planning and organizing, identifies clear priorities and milestones.
- **Taking Action:** Very energetic. Impatient to get things started and good at starting things off. Focused on making things happen.
- **Pursuing Goals:** Very ambitious and want to be successful. Achieves outstanding results, very persevering and will keep going no matter what.
- **Showing Composure:** Remains calm and does not get anxious before or during important events. Works well under pressure.
- **Team Working** - Works anticipatively with others; is democratic and encourages team contributions; collaboratively involves others in decision-making.
- **Thinking Positively:** Is optimistic, positive and cheerful. Recover easily and quickly from setbacks.
- **Resolving Conflict:** Quick to resolve disagreements, effective at calming upset people and copes well with people who are upset.
- **Following Procedures:** Extremely rule following, procedural and risk averse.
- **Upholding Standards:** Behaves ethically and justly; is discreet and maintains confidentiality; meets commitments by acting with integrity.

Closing Date: 23 August 2024

CLICK HERE TO APPLY

or visit www.trending-talent.com or scan the QR Code



Powered by
 **trending talent**