

# VACANCY

## Build Your Career with Sanlam

Sanlam is a leading financial services institution, which provides services in the fields of individual life insurance, group life insurance, unit trusts and asset management. To give substance to its objective to be a fully-fledged Namibian insurer, Sanlam is increasingly introducing greater financial and technical expertise. For this reason, it invites applications for the position of:

## Medical Liaison Officer

### The purpose of the position

The primary focus of the position is to efficiently and accurately manage all needs from clients and intermediaries with regards to the arrangement of medical requirements and medical appointments.

### Main duties and responsibilities include

- Provide efficient and immediate assistance after medical requirements are communicated
- Arrangement of required medical appointments for clients and completion of medical forms
- Keep client appointments on schedule by notifying clients and following up.
- Protect client's rights by maintaining confidentiality of personal, medical and financial information.
- Answer incoming calls and deal with enquiries.
- Respond and comply with requests for information from clients and Distribution personnel.
- Report statistics as required by management.
- Obtain external medical reports as required by medical underwriters.
- Contribute to team effort by accomplishing desired results
- Liaise with brokers, advisers and role players in the medical profession

### Qualification & Experience Requirements

- Minimum Grade 12 with Biology as subject. Medical background and experience will be a strong advantage.
- Minimum 5 years working experience in a medical practitioners consulting room with relevant knowledge of medical terminology, procedures and diagnosis.
- Excellent language skills in Afrikaans and English (verbal & written)
- Reliable and hard working
- Ability to work in a team related environment
- Excellent customer service skills
- Administrative oriented, accurate and organised
- Ability to adapt to any situation and strong problem solving ability
- Assertive, pro-active; polite and tactful
- Meeting deadlines, willingness to work overtime
- Driver's licence Code 8

**Closing Date for Applications:** 18 April 2018

Only short listed candidates will be notified. No documents will be returned.

Namibian Citizens who suit the above profile can submit their CV's to:

Human Resources Department; 7th Floor, Sanlam Centre

(c/o Independence Ave and Fidel Castro Street),

PO Box 317, Windhoek, Namibia. For enquiries contact: [hynamibia@sanlam.com.na](mailto:hynamibia@sanlam.com.na)

