

PERMANENT POSITION

Company: The office of the Short-Term Insurance Ombudsman

Designation: Assistant Ombudsman

Salary: Negotiable

Educational Requirements and Experience:

- B Degree in Law and be admitted either as an attorney or an advocate.
- A minimum of five (5) years working experience in the legal profession and/or the insurance industry.

Job description:

Assistant Ombudsman investigates assigned files and mediates between insurer and insured to assist in the adjudication and determination of complaints.

Key Roles:

- Investigating, reviewing and reporting of complaints regarding disputes relating to the short-term insurance industry;
- Communicating effectively and regularly with complainants and insurers;
- Liaising with internal and external parties if required on matters under investigation;
- Ensuring timeous resolution of complaints;
- Assisting in compiling reports and recommendations as and when required
- Representing the office in the media and at public forums;
- Preparing and drafting information circulars for publication.

Skills and Expertise Requirements

- Sound legal knowledge;
- Good negotiation skills;
- Excellent (oral and written) communication skills;
- Leadership qualities;
- Ability to work independently and interact seamlessly at all levels;
- Ability to work as part of a team;
- Have the required skill to deal with all forms of the media.

This is an employment equity targeted position and preference will be given to designated groups including people with disabilities.

All applications must include an Abridged CV.

Contact Person: Miriam Matabane

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CLOSING DATE: 8 JULY 2016