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Rand Mutual Assurance: Contact Centre Agent Learnerships New Hiring

Description

We are seeking passionate and driven individuals to join our team as Contact Centre Agent Learnerships. This position offers a unique opportunity for individuals interested in gaining hands-on experience in the insurance industry while receiving structured training and mentorship.

Responsibilities

- Handle inbound and outbound calls professionally and efficiently.
- Assist clients with inquiries related to workers' compensation claims, policies, and procedures.
- Provide accurate information and guidance to callers, ensuring exceptional customer service.
- Maintain detailed and accurate records of interactions and transactions.
- Collaborate with team members to achieve individual and team goals.
- Participate in training programs to enhance knowledge of insurance products and industry regulations.
- Adhere to company policies, procedures, and compliance standards.

Qualifications

- Matric certificate (Grade 12) is essential.
- Excellent verbal and written communication skills in English. Proficiency in additional languages is advantageous.
- Strong interpersonal skills and customer service orientation.
- Ability to multitask, prioritize, and work in a fast-paced environment.
- Basic computer skills and familiarity with Microsoft Office applications.
- Willingness to learn and develop skills in the insurance industry.
- South African citizenship or valid work permit.

Job Benefits

- Structured learnership program with comprehensive training.
- Opportunity to gain practical experience in a dynamic and growing industry.
- Competitive stipend or salary during the learnership period.
- Potential for career advancement within RMA based on performance and capabilities.

Contacts

Interested candidates meeting the requirements are encouraged to submit their updated CV and a cover letter explaining their interest in the Contact Centre Agent Learnership at Rand Mutual Assurance. Successful candidates will undergo a selection process, including interviews and assessments.

Join Rand Mutual Assurance to embark on a rewarding career journey in the insurance sector and contribute to making a difference in the lives of workers and

Hiring organization

Rand Mutual Assurance

Employment Type

Intern

Duration of employment

3 Months

Industry

Insurance

Job Location

Johannesburg, Gauteng, South Africa, 2000, Johannesburg, Gauteng, South Africa

Working Hours

09

Date posted

October 26, 2025

Valid through

23.11.2026

their families. Apply now to be part of our dedicated team committed to providing exceptional service and support.