



Physical Address: WCMAS Building, Corner OR Tambo & Susanna Street
Tel: 013 656 1407 | Fax: 086 627 7795
Postal Address: PO Box 26, Emalaheni, 1035
Email: wcmas@wcmas.co.za | Website: www.wcmas.co.za

INTERNAL AND EXTERNAL VACANCY

Job Title: Claims Team Leader

Department: Claims

Position: Permanent

Responsibilities:

- Lead and support the Claims Team in delivering accurate, timely, and fair claims processing.
- Supervise and manage a team of Claims Assessors, ensuring performance targets and service standards are achieved.
- Review and resolve complex, escalated, and high-priority claims.
- Ensure compliance with company policies, regulatory requirements, scheme rules, tariffs, modifiers, and industry standards.
- Monitor team KPIs, workflow performance, and quality assurance standards.
- Oversee claims processing, payment quality control, and adherence to service level agreements.
- Manage and resolve escalated queries and complaints from members and service providers.
- Maintain and update Standard Operating Procedures (SOPs) and ensure departmental compliance.
- Oversee MIP system functionality, updates, and annual rollovers.
- Prepare and present operational reports to management.
- Train, mentor, and develop Claims Assessors on systems, legislation, tariffs, procedures, and rule changes.
- Promote a positive, collaborative, and results-driven team culture.

Requirements:

- Grade 12 (Matric) – essential.
- Relevant qualification in a related field – advantageous.
- MIP administration system knowledge and claims assessing experience – non-negotiable.
- Minimum 3–5 years' experience in the healthcare/medical aid industry.
- Minimum 2–3 years' supervisory or team leadership experience.
- Strong leadership, decision-making, planning, organisational, and administrative skills.
- Excellent communication and interpersonal skills.
- Strong analytical, problem-solving, and attention-to-detail abilities.
- Proficient in Microsoft Office (Word, Excel, PowerPoint, and Outlook).



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- High level of integrity and ethical judgement.
- Ability to work independently and manage multiple priorities in a fast-paced environment.

Key Competencies:

- Leadership and Team Management
- Claims Assessment and Quality Assurance
- Operational Reporting
- Performance Management
- Customer Service Excellence
- Regulatory and Policy Compliance
- Training and Staff Development
- Process Improvement and Change Management

Please submit your CV and supporting documents to recruitment@wcmas.co.za by **12 June 2026**. Only shortlisted candidates will be contacted.