



An exciting opportunity awaits you within the National Health Insurance Board (NHIB) in the post of

CUSTOMER SERVICE REPRESENTATIVE/CASHIER

POSITION SUMMARY:

This is a front-line administrative and technical support position responsible for assisting customers and clients of the NHIB with all matters by greeting, welcoming, and directing them appropriately. This position responds to customer inquiries and performs routine administrative/clerical tasks promptly while maintaining a courteous and professional demeanor with customers. This role also interacts with customers to provide information about NHIB services and resolve complaints while exhibiting professional behavior, practical communication skills, and the ability to remain calm under pressure.

Specific Tasks or Duties:

- Collects contributions from insured employers, employees, self-employed and voluntary contributors.
- Maintains a float.
- Ensure customer calculators are submitted prior to posting payment.
- Always check at least three (3) months prior month payments to ensure that there are no missing payments on the account for prior months.
- Ensure that all payments are posted to the correct account.
- Ensure that all payments are posted to the correct bank.
- Issues receipts for monies collected.
- Informs contributors of over and under payments when issuing receipts.
- Prepares and balances cash, cheque and credit card payments at the end of every work day.
- Receive all clearance letter applications
- Assist with the compilation of information to be made available upon request regarding payments.
- Assist with general customer queries on payments.
- Ensure that payments records are up to date with detailed information noted where necessary.
- Ensure all daily close out reports are signed and dated.
- Report all compliance activities directly to the Collections Supervisor.
- Assists with maintaining a positive image of the NHIB.
- Provide administrative support in order to ensure effective and efficient office operations
 - Ensure that all supporting documents are accessible and filed appropriately
 - Ensure the confidentiality and security of all registration files.
- Ensure customers are served in a professional manner.
- All registration queries are answered or when necessary directed to the immediate supervisor.
- Provide the highest quality service to external and internal customers.
- May perform other duties as assigned by the immediate supervisor or any other person authorized to give instructions or assignments.

Skills/Qualifications:

- This position requires an Associate's degree preferably.
- The position requires one (1) year on the job experience to acquire the necessary competencies to effectively respond to the challenges of the job.
- Must be able to use Microsoft Office Suite (Word, Excel, Power Point etc.)
- Excellent team player with team building skills.
- Good written, oral, interpersonal, communication and customer services skills
- Ability to deliver to strict deadlines and work under pressure.

Salary commensurate with qualifications and experience. \$30,500.00 to 35,318.00 per annum

For more information on these vacancies, please visit our website at www.tcinhp.tc . All Applications should be emailed to: recruitment@tcinhp.tc We would like to thank all applicants for their interest. However, only those who are selected for an interview will be contacted. Applicants who applied for any of the above listed positions do not have to reapply. Qualified Belongers may also submit a copy of their applications to the Commissioner of

Labour & Immigration Board after submitting applications to the National Health Insurance Board Human Resource department.

Deadline for submission is 11 November 2023