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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.