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| **Career Opportunities** | | | |
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| **Position** | Area Relationship Manager |  |  |
| **Department** | Customer Advisory Team |  |  |
| **Reporting to** | Regional Relationship Manager  ( Customer Advisory Team) |  |  |
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| JOB SUMMARY Is responsible for managing, developing & supervising the team with a key focus on Service to sales through relationship management, sales productivity-per-executive, thereby achieving sales & service targets. | | | |
| KEY RESPONSIBILITIES:Identify, interview and select sales executives with support from HR.  * To meet the following productivity measures for the unit: Premium per executive, case rate, persistency, retention and a high % of executives exceeding planned productivity standards  Exceed revenue targets  * Undertake joint field work with executives and observe/demonstrate successful selling skills * Conduct Fortnightly performance review (PRP) with executives * Help executives use the GOLD system for maximizing business from a given target market * Supervise daily activity plan of all executives to ensure that these are being fulfilled as per the desired levels * Ensure that all executives under supervision perform 100% as per the company’s rules and regulations wrt. Need based selling, Compliance and Customer service * Effectively manage, track and convert leads provided by the in-house telemarketing unit. * Engage with customers to provide quick response to customer queries, provide customer service. * Assist in Direct customer service policyholder’s complaint resolution. * Ensure retention of in his allocated book of relations. * Educate team/ prospects about MLI products vis-à-vis products of competition to enable them in taking appropriate decisions | | **MEASURES OF SUCCESS:**   * Target Achievements (Adj. AFYP, NOP, % Penetration in assigned book of relations of team & Product Mix) * Team G3 standard productivity (mainly case rate, case size & Collections) and % of executives consistently achieving G3 standards. * Retention of Team * Persistency of Portfolio * Process Compliance * Timeliness & accuracy of reports * % Collection (Plan Vs Actual) * Complaint Resolution /Customer satisfaction  Self Development: Induction/Certifications/Trainings/Completion of Licensing | |
| **DESIRED QUALIFICATIONS AND EXPERIENCE:**   * Graduate preferably with an MBA degree * Prior experience in team handling role * Min experience of 5 yrs | | | |
| KNOWLEDGE / SKILLS / ABILITIES  * Familiarity with the local market * Ability to supervise, develop & motivate team. * Result Orientation * Leadership ability * Disciplined, structured & process driven | | | |