



## **INTERNAL ADVERT**

### **EXCITING CAREER OPPORTUNITIES**

We are seeking to appoint talented internal candidates to join our management team in the following exciting and challenging positions.

Interested candidates must have a proven track record of performance, possess excellent interpersonal, communication and presentation skills. ability to meet deadlines and deliver under pressure is essential.

### **HEAD OF OPERATIONS - ONE (1) POSITION**

#### **Overall purpose**

Reporting to the General Manager - MIB, the successful candidate will be responsible for the management of Majani Insurance Operations.

#### **Key Responsibilities**

- a) Overseeing the implementation of the long and short term strategy of Majani
- b) Ensuring delivery of exceptional customer experience by building business relationships
- c) Discussing and assessing clients' current and future insurance needs
- d) Monitoring and review of production and expense budgets
- e) Effective planning, co-ordination, communication, delegation and motivation of the Majani team
- f) Overseeing relationship management with Clients, Insurers and industry players
- g) Understanding the Client's business and risk profile, their products, developments, structure, financial position, market position and aspirations
- h) Determining the client's risk management and insurance needs and ensuring that the Majani team is fully aware of the philosophy
- i) Ensuring maximum business profitability by achieving optimum income consistent with an appropriate competitive service
- j) Generating businesses leads and together with the team prepare and present cutting edge proposals that address unique client requirements.
- k) Maintaining effective stakeholder relations with sector representatives.
- l) Developing and recommending to the GM annual business plans and budgets that support the Company's long-term strategy.
- m) Ensuring that the Company achieves and maintains a satisfactory competitive position within its industry and a high standard for its products and services;

#### **Qualifications/Skills/Experience:**

The ideal candidate must possess the following qualifications and competencies:

- A Bachelor's degree in Administration, Finance or equivalent in a business related field;
- Master's degree in commerce or a business related field will be an added advantage
- Postgraduate Diploma in Insurance

- Must be a member of ACII or AIIK
- Minimum of ten (10) years post qualification experience;
- Must have demonstrated ability to handle departmental budgets, resources, processes, projects and relationships
- Should have thorough knowledge of the relevant industry/sector as well as knowledge of regulatory requirements affecting the relevant sector
- Must be capable of functioning effectively both as a team player and a team leader
- Must have ability to plan, organize, implement and evaluate departmental goals
- Should have strong analytical and be result oriented

## **HEAD OF SALES AND BUSINESS DEVELOPMENT - ONE (1) POSITION**

### **Overall purpose**

Reporting to the General Manager - MIB, the successful candidate will be responsible for the delivery of revenue and volume targets for Sales and Business Development by promoting and selling MIB products in designated/ identified market segments in order to ensure revenue growth

### **Key Responsibilities**

- a) Collaborating with management in establishing and recommending the most realistic sales goals for the company
- b) Maximizing sales revenue and meet corporate objectives
- c) Managing sales activities on major accounts and negotiate sales price and discounts in consultation with the General Manager
- d) Generating accurate sales forecasts for annual, quarterly and monthly revenue streams.
- e) Developing loyalty campaigns and prepare business cases for all proposed campaigns
- f) Developing specific plans to ensure revenue growth in the company's products.
- g) Providing quarterly results assessment of the sales generated
- h) Ensuring proper co-ordination of company resources to ensure efficient and stable sales results.
- i) Working closely with the GM to formulate all sales policies, practices and procedures.
- j) Assisting sales personnel in penetrating market segments by building good rapport with key decision makers.
- k) Developing sales strategies to improve market share in all product lines.
- l) Interpreting short- and long-term effects on sales strategies in operating profit.
- m) Developing and ensuring implementation of effective brand management mechanisms that ensure responsiveness to customer expectations from the Organization.
- n) Coordinating the development and implementation of a suitable Public Relation and branding strategy which positions the Organization as a leading insurance broker to selected niche markets
- o) Coordinating procedures of identifying gaps in the Organization product and service, develop strategies to bridge the product gaps
- p) Monitoring market share, conduct regular competitor analysis and drive goal setting for niche identification and market growth
- q) Co-ordinating development of marketing strategies and promotional activities in the identified market segment.
- r) Ensuring effective product launch and branding initiatives
- s) Facilitating regular updates of information on Marketing, PR and CSR on the website.
- t) Monitoring customer satisfaction indices and facilitate resolution of customer complaints

- u) Implementing programs to improve and maintain the customer awareness culture amongst staff.
- v) Building excellent client relations with new and existing clients and keeping an active network of contacts
- w) Conducting market intelligence to determine market requirements for existing and future projects

**Qualifications/Skills/Experience:**

The ideal candidate must possess the following qualifications and competencies:

- A Bachelor's degree in Business Administration, Finance or equivalent in a business related field;
- Master's degree in commerce or a business related field is an added advantage
- Minimum of ten (10) years post qualification experience;
- Postgraduate Diploma in Insurance
- Must be a member of ACII or AIIK
- Must have demonstrated ability to handle departmental budgets, resources, processes, projects and relationships
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**How to apply**

For full role profiles please visit the Chaiweb, click on the **job vacancies link** and apply online not later than **18<sup>th</sup> February 2022**.

Only short listed candidates will be contacted.

**Any form of canvassing** will lead to automatic disqualification

**MAJANI INSURANCE BROKERS LIMITED** *is an equal opportunity employer.*