



EMPLOYMENT OPPORTUNITY

Position: Customer Service and Sales Point Executive (x1)

Expected appointment date: Immediately

Division: Non Medical Insurance

Department: Business Development

Location: SALES POINT, ZANZIBAR

Job Purpose:

To develop and grow the business by driving a good relationship between Clients, Banks, Agents, and Brokers in a manner that ensures achievement of set business targets.

Description of core duties and responsibilities:

- Follow up on quotation to close business and to get feedback and share number of new business prospects on weekly basis.
- Share information that would help the company to establish new relationships with business partners so as to make sure it fully utilize their portfolios.
- Daily servicing of clients to nurture the relationship between the company and customers, making sure that there is no complaint.
- Ensures acceptable level of business retention (i.e. preservation of existing business) are maintained at all times; and any existing business lost due to unavoidable circumstances is replaced by other suitable accounts (over and above the new business acquisition target for year).
- Closely monitor customer service satisfaction to ensure renewals are not threatened; negotiates renewal terms well in advance, and send formal renewal confirmations to client before the renewal dates.
- Maintains, and regularly updates business progress report on weekly basis.
- Weekly visit to intermediaries to make sure that the relationship is cemented.
- Customer Service – Attend to direct customers who visit the office for inquiry and provide prompt attention and efficient service.

- Prepare a weekly reports as instructed and Submit to the Customer Service and Sales Point Manager within the given deadlines.

General performance standards:

- Excellent communication skills both verbal and written.
- Excellent presentation skills.
- Good negotiation skills.
- Excellent interpersonal skills.
- Good listening skills.
- Ability to work under minimum supervision.
- Maintaining positive attitude and contribute towards quality work environment.
- Highly effective and efficient in meeting commitments and achieving results.
- Enthusiastic.
- Hard working person.
- Proficient in Micro Office Certified Programs: Micro Office Word, Microsoft Office Excel.
- Fluent in English language.
- Follow ups through effective communication.
- Proper advice to potential clients.
- **Minimum qualifications and experience:**
- Advanced diploma or bachelor degree in Insurance & Risks Management.
- Computer Application Knowledge.
- At least two years work experience in Insurance Industry.

Key attributes:

- Strong team player, with the ability to work with colleagues at all levels.
- Good numerical skills and ability to absorb and understand detailed statistical data.
- High integrity.

Mode of Application:

All applications should have names of three official referees with their contact details. Applications accompanied by professionally prepared CVs, copies of all supporting documents along with a recent passport size photograph should be submitted not later than 22 August 2024 to the following address.

Head of Human Resource and Administration
Strategis Insurance Tanzania Limited
P. O. Box 7893 Dar es Salaam, Tanzania
E-mail: hr@strategis.co.tz

Or delivered to:

Strategis Insurance Tanzania Limited
1st Floor, Masaki Ikon Building Plot no. 1520, Bains Avenue Masaki, Msasani Peninsular
Note: Only shortlisted candidates will be contacted.