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JOB DESCRIPTION

POST TITLE: UNIT MANAGER - (NAIROBI, MERU BUNGOMA AND THIKA)

DEPARTMENT: SALES & MARKETING

REPORTING TO: BRANCH MANAGER

JOB PURPOSE:

The unit Manager will be responsible for leading, mentoring, and managing a team of Insurance sales team (Direct Sales force, Independent agents & Brokers) to achieve Sales targets and deliver excellent customer service. This role involves recruitment, training, and performance monitoring to drive its growth and profitability.

KEY RESPONSIBILITIES:

- Sales planning that achieves the set goals and objectives.
- Selling of general, Medical Insurance, and other company products as targets prescribe.
- Quality recruitment, selection, and retention of productive sales agents/Brokers.
- Conducting training on company products, processes, sales and soft skills to achieve results.
- Conduct Field Training with direct sales team members to ensure hands-on approach to sales
- Conduct performance management, maintain monthly performance records and supervision Tied, Independent agents and Brokers to drive sales across all product lines and set targets.
- Manage sales funnel and ensure high hit ratio
- Provide one-to-one coaching, mentoring and motivation to members of their teams and ensure that they effectively implement strategies and agreed action plans.
- Market segmentation and opening of markets for the sales team to secure business.

- Meeting the set persistency levels of general business and retention targets for other lines of business.
- Providing effective customer service to both prospective and existing customers Preparing sales and other management reports as required from time to time Deliver on performance requirements as defined in the unit key deliverables in alignment to the Branch key deliverables.

 **Key Performance Measures:**

- New business & Retention,
- Recruitment & Training
- People Management and performance management as prescribed in the contractual agreement.

KNOWLEDGE AND EXPERIENCE (Qualifications)

1. **Minimum Academic Qualifications**
 - *A Business-related Degree is a minimum requirement or its equivalent.*
2. **Professional Qualifications**
 - *Relevant professional qualifications in COP. However, certification or proof of study in ACII, AIK or CIM will be an added advantage.*
3. **Experience:**
 - *Minimum 3 years' experience in General business unit management.*

SKILLS AND COMPETENCIES.

- Excellent leadership.
- Communication and interpersonal skills
- Above average computer skills.

Application closing date to be 29th January 2025. All applications should be done on www.pacisinsurance.com/careers , attaching an updated CV and cover letter. Only shortlisted candidates will be contacted.