

Branch Manager at Kenindia Assurance Company Limited

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

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Kenindia Insurance Ltd, was established as merger of Indian Insurance Companies operating in Kenya to form a vibrant joint venture with moral and financial support from leading local business elite on 6th December .

Main Purpose of the Job – (Job Summary)

Overseeing branch sales and administrative operations and to ensure completion of performance targets in respect to underwritten premium, client recruitment, quality service and expense control to achieve business objectives.

Main Responsibilities

Promoting business growth and achievement of set performance growth targets by marketing Kenindia as a brand and selling its insurance products to new and existing customers

Monitoring market activities and identifying ways in which the company's services can be improved and rendered more competitive

Ensuring that branch operations run smoothly and profitably so that quality service is provided to customers at all times.

Driving operational matters at branch level and ensuring compliance with set policies and procedures.

Training and setting targets and monitor the performance of Agents.

Visiting, developing and maintaining good rapport with customers and handling their queries, and reporting on any significant/persistent concerns to management

Analyzing and approving quotations including rating discounts as per set limits.

Recommending risks for risk survey and appointing vehicle valuers in line with company guidelines

Reviewing and recommending revision of insurance policy terms and conditions as required

Verifying, approving and signing of underwriting documents i.e. policy documents, endorsements up to set limits

Preparing, monitoring and Analyzing branch underwriting reports and making recommendations

Identifying, implementing and benchmarking best practices in management

Ensuring that all files within branch limit are reviewed at renewal and implementation of recommendation including recommendations from the underwriting hub

Talent management including coaching, mentoring, developing, training and evaluating branch staff in the underwriting department to achieve highest level of performance

Managing and implementing change initiatives to achieve desired business plans and culture

Any other duties assigned

2 or 3 Key Deliverables (specific to this position)

Business Growth

Profitability

Increased market share

Satisfied customers

CRITICAL SUCCESS FACTORS FOR THE JOB

Academic Qualifications

Undergraduate Degree in any field

Professional Qualifications

Professional Insurance Qualifications ACII or AIK

Diploma in Marketing an added advantage

Key Job Skills (specific to the job)

Sales skills

Underwriting skills must be able to give accurate quotations

Problem solving and decision making skills

Relationship building skills

Networking skills

Staff supervision, training and performance management skills

Relevant Experience

At least 3 years of relevant experience preferably heading a branch of an insurance Company

Insurance Skills (special Category)

Management skills

Product knowledge.

Insurance knowledge

General Skills

Communication skills

Interpersonal skills

Customer Service

IT skills (fluency)

Our Competencies/Behaviours

Integrity

Reliability

Transparency

Professionalism

Teamwork

Quality

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