



Client Service Consultant Minet Namibia Insurance Brokers (Pty) Ltd – Windhoek Branch

General description of Position:

The incumbent will be responsible for providing efficient short-term insurance broking underwriting services to clients, resulting in optimum client satisfaction, client retention and financial growth for the Personal Lines Division.

Key Performance areas include, but are not limited to:

- Client needs analysis
- Retentions/Cancellations
- Familiarization with the Personal Lines Policy Wordings and product knowledge
- Ensuring the safeguarding of clients' interests
- Preparation of Quotations & Renewals
- Processing of new policies accurately
- Review and update amendments on Policies at renewal and ad hoc as required
- Processing and follow-up on unpaid premiums
- Providing Client Service beyond expectation
- Sales

Educational Qualifications:

- Must have completed Grade 11 (New Curriculum) with minimum 55% or Grade 12 (NSSC-O) with minimum 25 points
- An insurance qualification – Short-Term Insurance Qualification (NQF4) or Elements of Short-Term Insurance - will be an advantage

Experience Requirements:

- Minimum 1 – 2 years Personal Lines experience within the Short-Term Insurance Industry – will be an advantage
- A good track record within the insurance industry

Skills/Competencies Requirements:

- Be computer literate on Windows-based applications and be able to utilise in-house programs
- Have excellent communication skills, both written and verbal (English essential)
- Have proven ability to communicate effectively and professionally over the telephone - this is an essential requirement
- Have the ability to make decisions and have accountability
- Be able to work under pressure and handle irate clients in a composed manner
- Be a team player and take responsibility for own development initiatives
- Honest, trustworthy, reliable and dependable
- Be self-assured, display energy and enthusiasm whilst focusing on achieving goals
- Have a reputation of building good relationships, both internally and externally
- Have excellent negotiation skills and ability to represent the company in a favorable manner

Special requirements:

- ITC Report
- Police Clearance Certificate

This is not a comprehensive job specification and may be changed at any given time.

This position will comply with Minet Namibia Insurance Brokers (Pty) Ltd's Affirmative Action Policy.

CLOSING DATE: 10 JULY 2024

Kindly submit your cv via e-mail to recruitment@minet.co.na

- * Please take note that only shortlisted candidates will be contacted
- * Candidates not meeting the minimum requirements will not be considered