

Excellent Career Opportunity



General Manager - Retail & SME

Division : Retail & SME, Minet Risk Solutions (MRS)
Position Reports to : Director - Minet Risk Solutions

PURPOSE FOR THE JOB

- ☑ To drive business growth and Retention of the Retail & SME business unit.
- ☑ To give direction to the Retail & SME division in line with Processes, Procedures and Policies as stipulated by the company.
- ☑ To drive the Digitalization strategy for the division.
- ☑ To identify new markets and growth opportunities for the Retail & SME agenda.
- ☑ To define the customer service model for business retention for the Retail & SME division.

Duties and Responsibilities

- ☑ Strategy implementation.
- ☑ Drive business growth of Retail & SME insurance products - General, Health and Life insurances.
- ☑ Prepare and manage the Retail & SME divisional budget.
- ☑ Identify and create new opportunities for business acquisitions.
- ☑ Identify and create affinity partnership programs to drive business growth in Retail & SME.
- ☑ Advise on effective distribution channels and pricing strategy for the various solutions in the division.
- ☑ Lead in innovation and product development with an objective of designing products that speak to the current and emerging customer needs.
- ☑ Manage the High-Net-worth Client service model through the dedicated Relationship Management model.
- ☑ Provide leadership and direction to the team on Credit Control Management.
- ☑ Drive the digital agenda for Retail & SME to ensure the sales and customer service journey is fulfilled through this channel.
- ☑ Manage the relationship with key stakeholders including insurance companies to ensure better partnerships.
- ☑ Claims advocacy in liaison with the Claims Manager and Claims Team.
- ☑ SOP's management and ISO compliance for the Retail & SME division.

Key Result Areas

- ☑ Meeting of Retail & SME annual budgets.
- ☑ Business retention rate of 95%.
- ☑ Market share growth of 20% year on year.
- ☑ Growth of affinity solutions and bundled products – minimum 3 per year.
- ☑ Customer service satisfaction index of 95% and above.
- ☑ 100% conformity to operational guidelines.
- ☑ No errors and omission in Retail & SME process.
- ☑ 80% adoption of the digital process.

Key Competencies

Technical/ Sales Distribution skills

- ☑ **Communication:** Excellent oral and presentations skills with an ability to focus, simplify and communicate complex ideas
- ☑ **Systematic Reasoning:** Advanced knowledge and ability to recognise and clarify problems and questions using professional knowledge and skills
- ☑ **Analytical:** Designs workflows and procedures
- ☑ **Innovation:** Generates suggestions for improving work
- ☑ **Judgment:** Exhibits sound and accurate judgment
- ☑ **Coaching:** Inspires colleagues and employees to develop and fosters their commitment
- ☑ **Business Acumen:** Demonstrates knowledge of market and competition and ability to read and interpret accounting and financial reports
- ☑ **Cost Consciousness:** Cost management skills for prudent & innovative cost controls

Knowledge and Skills Required

- ☑ Ten years hands-on experience which include 5 years with supervisory responsibilities gained in a busy sales insurance broking, underwriting or claims environment.

Academic and Professional Qualifications

- ☑ Bachelor's Degree from a recognized university.
- ☑ ACII qualifications or Diploma in Insurance.
- ☑ Master's degree in business related field will be an added advantage.
- ☑ Solid knowledge of applicable software especially MS Office.

Interested candidates who meet the above qualifications to submit their applications to the link <https://hr.minet.co.ke/Jobs> by **3rd August 2023**. Please indicate the job title as the subject. Only shortlisted candidates will be contacted.