

CLIENT SERVICE AND SALES SUPPORT CONSULTANT (LIFE DIVISION)

Minet Namibia Insurance Brokers (Pty) Ltd – Windhoek Branch

General description of Position:

The incumbent will be responsible for providing high-level effective and confidential administrative support and technical underwriting assistance within the Life Insurance Division. By delivering seamless service and meticulous policy management, the candidate will ensure maximum client retention and high satisfaction levels.

Key Performance areas include, but are not limited to:

- Assist with client needs analysis.
- Capturing and maintaining accurate client data on in-house systems.
- Familiarization with the Life Insurance Policy Wordings and product knowledge.
- Ensuring the safeguarding of clients' interests.
- Preparation of Quotations.
- Scheduling client reviews and following up on pending tasks.
- 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 and outstanding medicals.
- Providing Client Service beyond expectation.
- Proactively look for opportunities to network and promote the Minet Group brand and build strong relationships within the insurance industry.
- Researching and identifying potential corporate or individual prospects.

Educational Qualifications:

- Must have completed Grade 11 (New Curriculum) with minimum 55% or Grade 12 (NSSC-O) with minimum 25 points.
- Long-Term Insurance experience will be an advantage.

Experience Requirements:

- Minimum of 1-2years in a high-pressure administrative or client-facing role.
- A good track record within the insurance industry.

Skills/Competencies Requirements:

- Be computer literate on Windows-based applications and be able to utilize in-house programs.
- Have excellent communication skills, both written and verbal (English essential).
- Have proven ability to communicate effectively and professionally over the telephone and/or emails - this is an essential requirement.
- Can 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.
- Honesty, trustworthy, reliable and dependable.
- Be self-assured, display energy and enthusiasm whilst focusing on achieving goals.
- Having a reputation for building good relationships, both internally and externally.
- Can sell and advise clients in the Line Manager's absences.
- High attention to detail with the ability to identify potential holdups in the underwriting and administrative processes (e.g. such as missing signatures or incomplete medical history to avoid delays).

Special requirements:

- Have a sound financial background (ITC Report).
- Police Clearance Certificate.
- Must be willing to travel.
- A valid code 08 driver's license, free of endorsements, and own transport will be an advantage.

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

Minet Namibia Insurance Brokers (Pty) Ltd is an equal opportunity employer and complies with the Affirmative Action Legislation. People from previously disadvantaged groups meeting the requirements are encouraged to apply.

CLOSING DATE: 11 MAY 2026 COB

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

* Please take note that only shortlisted candidates will be contacted.

* Candidates who do not meet the minimum requirements will not be considered.

OUR VALUES

01 |  | Honesty

02 |  | Expertise

03 |  | Agility

04 |  | Respect

05 |  | Teamwork