

Job Profile for Relationship Management Officer (Small and Medium Enterprises)

To generate sales revenue by meeting sales targets/goals as per agreed terms

Role Qualification:

- **Academic/Professional:** Relevant first degree in any course

Work experience: 2-5 years' work experience, preferably in portfolio management or sales within the Financial Services Sector.

Key Responsibilities:

- Seek out new prospects and develop clientele base via networking
- Promote AXA Mansard's products and services to existing and prospective clients by utilizing available resources
- Work with prospects through the sales process; understand customer needs; handle objections and close business deals
- Addresses client inquiries, ensuring their needs are consistently met and explaining features, advantages and disadvantages of policies to promote sales of insurance plans
- Maximize sales of appropriate products that meet the needs of customers by effective use of sales skills
- Achieve, or exceed sales targets while ensure compliance to all AXA Mansard's sale objectives
- Deliver excellent customer service and ensure effective relationship management of customers
- Ensure appropriate booking and monitoring of transactions
- Ensure data integrity while capturing customers' details
- Carry out inspection of subject matter of insurance
- Implement 'keep in touch' procedures for customers
- Responsible for the profitability of all businesses within the SME team. Must ensure regular analysis of the portfolios, make recommendations and seek the necessary approval for the adjustment of pricing (and other terms and conditions) as appropriate.
- Drives the implementation and achievement of the corporate objectives as it affects the SME team.
- Generating reports on performance, sales, market dynamics & trends for risks written by the SME team in order to ensure profitability.
- Preparation and defence of Tender Bids.

- Scope the market and carry out detailed analysis of each sector managed with a view to growing the SME Team's market share.
- Drives the relationship management activities within the Team including the maintenance of the required level of relationship with Brokers.
- Supervises reconciliation of customers' accounts on a monthly basis and receivables management.
- Gives risk improvement advice and solution to clients where necessary.
- Initiates applicable product development, customization or improvement efforts.
- Ensure all underwriting activities are done in line with AXA standards and in compliance with NAICOM's guidelines.
- Any other responsibilities that might be required by the Group Head, Energy & Emerging Corporates and Divisional Director.
- Maintain daily, weekly and monthly sales records and provide sales reports as required
- Present performance at the company's monthly performance review meeting

Required Competencies

- High level of initiative and ability to work with minimal supervision
- In addition, prospective candidate should have:
- Good oral communication and professional writing skills
- Good presentation and selling skills
- Excellent interpersonal and team building skills

Interested Applicants should send their CVs to jobtalentrecruit@gmail.com stating the role applied for as subject of mail. e.g., "**Relationship Management Officer; SME**".