



Position: Digital Sales Strategist

Jubilee Insurance was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa. Jubilee Insurance has spread its sphere of influence throughout the region to become the largest Composite insurer in East Africa, handling Life, Pensions, General and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 1.9 million clients. Jubilee Insurance has a network of offices in Kenya, Uganda, Tanzania, Burundi, and Mauritius. It is the only ISO certified insurance group listed on the three East Africa stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange and Uganda Securities Exchange. Its regional offices are highly rated on leadership, quality and risk management and have been awarded an AA- in Kenya and Uganda, and an A+ in Tanzania. For more information, visit www.JubileeInsurance.com.

We currently have an exciting career opportunity for **Digital Sales Strategist , Jubilee Life Insurance Limited**. The position holder will report to the **Senior Officer – Alternative Channels** and will be based at the Head Office in Nairobi.

Role Purpose

The job holder will be responsible for converting online leads into sales by calling the customer leads collected through alternative channels and convincing them to purchase retail life solutions, meeting set revenue budgets, and promoting Jubilee retail life and pension products or services. Additionally, the role holder will be responsible for growth of the digital sales portfolio, ensuring seamless customer experiences, and collaborating with stakeholders to achieve strategic objectives.

Main Responsibilities

1. Converting online leads into digital sales by calling the customer leads collected through digital channels and convincing them to purchase retail life solutions and pensions.
2. Conduct outbound calls to potential customers to introduce and promote Jubilee retail life and pension products or services.
3. Active online lead generation and management to achieve sales.
4. Prepare a monthly pipeline that will lead to closure and meeting monthly KPI set revenue budget.
5. Drive portfolio growth through digital sales of retail life and pension products.
6. Preparing and presenting proposals to new and existing clients using webinars.
7. Effective follow up on lead closure of business and end to end process flow for new business set up.
8. Participate in Product campaigns and presentations and tackling market related client queries.
9. Adhering to compliance, operational procedures, and practice management standards
10. Consistently achieving set budgets for digital retail life and pension products.

Corporate Governance

1. Adhere to regulatory requirements and internal policies, ensuring compliance in all aspects.
2. Implement and uphold robust data protection and privacy practices, safeguarding customer information and ensuring confidentiality.
3. Participate in audits and internal control assessments, addressing any identified gaps or issues promptly.
4. Compliance: Stay updated with insurance regulations and underwriting best practices to ensure compliance with industry standards
5. Adherence to the laws and regulations of Kenya, the policies and regulations within the insurance industry and all internal company policies and procedures.

Key Competencies

1. Financial Acumen: Sound understanding of Insurance concepts, retail life and pension products to deliver knowledgeable advice and recommendations to clients.
2. Digital Sales and Business Development: Strong ability to close online leads for business growth, promote retail life and pension products.
3. Strong understanding of online sales, lead generation and sales cycle
4. Adaptability to technological advancements and industry changes.
5. Strategic thinking and business acumen for identifying growth opportunities.
6. Strong relationship-building and negotiation abilities and stake holder management
7. Analytical mindset for data-driven decision-making
8. Customer-centric approach, focusing on enhancing customer experiences in retail life and pension products.

Qualifications

1. Bachelor's degree or Diploma in insurance / Actuarial, Finance, Business, Marketing, or any other related course
2. ECOP will be an added advantage.

Relevant Experience

1. Minimum 1 – 2 years' experience in a similar role
2. Proven track record of successfully closing online sales leads and portfolio management.
3. Strong ability to build and maintain strong relationships with clients and with partners.
4. Experience in Tele sales, ecommerce sales, call center support or digital sales will be an added advantage.
5. Demonstrated ability to think strategically and develop actionable plans to achieve business objectives.

**If you are qualified and seeking an exciting new challenge,
please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 23rd February 2024.
Only shortlisted candidates will be contacted.**