



Job Ref. No: JHIL140

Position: Digital Sales Officer

Jubilee Insurance was established in August 1937 as the first locally incorporated insurance company based in Mombasa. Over the years, Jubilee Insurance has expanded its reach throughout the region, becoming the largest composite insurer in East Africa, offering Life, Pensions, General, and Medical Insurance. With a client base of over 1.9 million, Jubilee stands as the number one insurer in East Africa. We operate a network of offices in Kenya, Uganda, Tanzania, and Burundi, and we are the only ISO-certified insurance group listed on the three East African stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange, and Uganda Securities Exchange. For more information, visit www.JubileeInsurance.com.

We currently have an exciting career opportunity for a **Digital Sales Officer** within Jubilee Health Insurance Limited. The position holder will report to the **Head of Bancassurance and Digital Channels** and will be based at our Head Office in Nairobi.

Role Purpose

The primary responsibility of this role is to sell products or services over the phone by contacting potential customers, generating leads, and closing sales deals. The ideal candidate should have excellent communication skills, a persuasive demeanour, and a strong passion for sales.

Key Responsibilities

1. Sales Execution

- I. Conduct outbound calls to prospective customers from provided leads or lists.
- II. Present and explain products or services to potential customers over the phone.
- III. Answer questions about products or services and address any concerns or objections from customers.
- IV. Close sales and achieve monthly sales targets.

2. Lead Generation and Follow-up

- I. Generate leads through proactive outreach.
- II. Follow up with customers to ensure satisfaction, resolve any issues, and secure repeat business.

3. Sales Process Management

- I. Maintain accurate and up-to-date records of sales activities and customer interactions in the CRM system.



4. Collaboration and Best Practices

- I. Collaborate with the sales team to share best practices, strategies, and feedback.

Laws, Regulations, Company Policies: Stay informed about and strictly adhering to all external laws, including Anti-Money Laundering (AML) and Counter Financing of Terrorism (CFT) laws, Data Protection laws, and any other relevant regulations applicable in the insurance industry; Understand, implement, and enforce internal company policies, processes and procedures; Ensure that operational compliance programs are in place within your department. Implement processes and controls that promote compliance with external laws, regulations, and internal policies; Foster a robust ethical culture within the organization, demonstrating and promoting ethical behaviour, integrity, and compliance with laws and regulations. Encourage open communication and reporting of any potential compliance concerns or violations.

Key Skills and Competencies

1. **Persuasive Communication:** Ability to clearly present information and influence others.
2. **Active Listening:** Demonstrated ability to fully engage with customer inquiries.
3. **Sales Closing Techniques:** Proven ability to guide customers through the sales process.
4. **Relationship Building:** Strong capability to build trust and long-term relationships.
5. **Time Management:** Ability to manage multiple tasks efficiently.
6. **Adaptability:** Quick learner and adaptable to different customer needs.
7. **Resilience:** Persistent and able to handle objections effectively.

Academic Qualifications

A degree in a business -related field.

Relevant Experience

At least 6months of experience in telesales, inside sales, or a similar sales role.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekeny.com quoting the Job Reference Number and Position by 31st December 2024
Only shortlisted candidates will be contacted.