



**Job Ref. No: JAML074**

**Position: Telesales Officer**

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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 450,000 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](http://www.JubileeInsurance.com).

Jubilee Asset Management Limited (JAML) is a wholly owned subsidiary of Jubilee Holdings Limited, with a focus on providing fund management and investment advisory products and services to retail and institutional clients. JAML is licensed as a Fund Manager and regulated by the Capital Markets Authority (CMA) and the Retirement Benefits Authority (RBA).

We currently have an exciting career opportunity for **Telesales Officer** within **Jubilee Asset Management Limited**. The role holder will report to the **Business Development Officer – Alternative Channels** and will be based at our Head Office in Nairobi.

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### **Role Purpose:**

The **Telesales Officer** is responsible for converting leads into new business through proactive outbound calling, effective pipeline management, and accurate CRM usage, while supporting organizational strategy, operational excellence, and compliance with governance and risk standards.

### **Main Responsibilities:**

#### **1. Operational**

- Conduct outbound cold calls to prospective customers using leads generated through the CRM system to drive lead conversion.
- Follow up on all leads and customer inquiries in a timely and professional manner to maintain a strong and active sales pipeline.
- Achieve assigned New Business Production targets in line with departmental goals.
- Maintain accurate, complete, and up-to-date customer records in the CRM, including call outcomes, follow-ups, and engagement history.
- Ensure consistent adherence to approved telesales scripts, processes, and service standards to deliver a positive customer experience.

#### **2. Strategy**

- Contribute to revenue growth by meeting or exceeding individual sales targets and supporting overall business growth objectives.
- Track key sales metrics, including call volumes, lead conversion rates, and sales outcomes, to support data-driven decision-making.
- Provide regular sales reports and feedback to management, highlighting trends, challenges, and opportunities in lead engagement.

- Support the continuous improvement of telesales strategies by sharing market insights, customer feedback, and competitor intelligence gathered during customer interactions.

### 3. People and Culture

- **Cross-Functional Collaboration:** Actively participate in cross-functional project teams to drive collaboration, innovation, and accountability across departments and the Group.
- **Employee Collaboration Index:** Participate in a minimum of 2 company projects per year with an 80% success rate and engage in at least 1 Group-wide project per year.
- **Skills and Competency Development Index:** 100% compliance with your training plan annually to support personal and professional growth, ensuring alignment with career paths and future challenges.
- **Cultural Alignment Index (CAI):** Attain the Company's CAI target score by embedding Jubilee's values (e.g., innovation, teamwork, excellence) into project execution and team dynamics.
- **Conflict Resolution:** Address interpersonal or project-related conflicts constructively, maintaining team morale and focus on shared goals.
- **Resource Advocacy:** Communicate needs (e.g., tools, training, support) to supervisors to ensure personal and team success.

### 4. Compliance, Governance & Risk Management

- Comply with all company policies, regulatory requirements, and ethical standards governing sales, customer data handling, and communication.
- Ensure customer information is handled confidentially and in line with data protection and privacy regulations.
- Accurately represent company products and services to customers, avoiding misrepresentation or unauthorized commitments.
- Identify and escalate potential risks, customer complaints, or compliance issues to management in a timely manner.

### Key Competencies:

1. **Communication Skills:** Clear, persuasive, and professional telephone etiquette.
2. **Customer Focus:** Ability to understand customer needs and provide appropriate solutions.
3. **Results Orientation:** Strong drive to achieve sales targets and performance goals.
4. **Relationship Management:** Ability to build rapport quickly and maintain client engagement.
5. Lead Conversion & Pipeline Management
6. Sales and Negotiation Skills
7. CRM Utilization and Data Accuracy

### Academic Background & Relevant Qualifications:

1. Bachelor's Degree in Business Administration, Marketing, Sales, or a related field.
2. Relevant sales or customer service certifications are an added advantage.
3. At least 1–3 years' experience in telesales, inside sales, or customer acquisition roles.
4. Proven track record of achieving or exceeding sales targets.
5. Experience working with CRM systems for lead management and reporting.
6. Prior exposure to outbound calling and cold-calling environments is highly desirable.
7. Experience in financial services, insurance, or service-based industries is an added advantage.

**If you are qualified and seeking an exciting new challenge, please apply via [Recruitment@jubileekenya.com](mailto:Recruitment@jubileekenya.com) quoting the Job Reference Number and Position by Wednesday, 18<sup>th</sup> February 2026.**