

# VACANCY

## Build Your Career with Sanlam

Sanlam is a leading Financial Services Institution, which provides services in the fields of Individual Life Insurance, Group Life Insurance, Unit Trusts and Asset Management. To give substance to its objective to be a fully-fledged Namibian Insurer, Sanlam is increasingly introducing greater financial and technical expertise. For this reason, it invites applications for the position of:

## Administration Specialist: Affluent Sales Support

### The purpose of the position

The successful incumbent should display exceptional client service skills and providing outstanding after-sales service to brokers and agents

### Main duties and responsibilities include

- Capturing, Processing and authorising policy amendments
- Handling broker and agents queries professionally and providing excellent after-sales service
- Provide sound service and administrative support to brokers and agents as required by management
- Assistance in departmental requirements as required by management
- Effective administrating of workflow process and arrangements.
- Detection, reporting and follow-up on system-; and process-related matters
- Remain within Service Level Agreement as agreed by management.

### Qualification & Experience Requirements

- Grade 12 Certificate. A further tertiary qualification will be an added advantage
- At least two years' experience in a financial service environment
- Experience in insurance industry and/or after-sales service will be an added advantage
- Excellent communication skills in English. A local language will be an added advantage
- Creative, innovative and team player
- Problem solving; assertiveness and client-service orientated
- Computer Literate (Ms Office and Excel)
- Excellent communication skills

### Closing Date for Applications: 31 March 2020

Only short listed candidates will be notified. No documents will be returned.

Namibian Citizens who suit the above profile can submit their CV's to:

Human Resources Department

7th Floor, Sanlam Centre

(c/o Independence Ave and Fidel Castro Street),

PO Box 317, Windhoek, Namibia, For enquiries contact: 061 294 7111

CV's can also be emailed to - [hynamibia@sanlam.com.na](mailto:hynamibia@sanlam.com.na)

