

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 positions of:

Broker Support Assistant

The purpose of the position

The primary function of the position is to efficiently and accurately assist, manage and handle all queries and needs from Distribution personnel by going the extra mile with regards of expectations to resolve enquiries.

Main duties and responsibilities include

- Answer incoming calls and email enquiries from Distribution personnel
- Respond and comply with requests for information from Distribution personnel
- Record keeping of all duties
- Finalize all enquiries within Service Level Agreements
- Correct and complete forms and documentation for all duties required
- Obtain internal information to complete enquiries correct and on time
- Liaise with distribution personnel to build trust
- Report statistics as required by management
- Contribute to team effort by accomplishing desired results

Qualification & Experience Requirements

- Matric or equivalent qualification
- At least 2 years working experience in the financial service industry
- Life Insurance experience will be an advantage
- Excellent communication skills (Afrikaans and English)
- Ability to work in a team related environment
- Excellent customer service skills
- Administrative oriented, accurate and organised
- Ability to adapt to any situation
- Strong problem solving ability
- Initiative and Innovative
- Interpersonal skills
- Assertive, pro-active; polite and tactful
- Computer literacy, MS Outlook, Word and Excel

Closing Date for Applications: 25 June 2018

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

Namibian Citizens who suit the above profile can submit their CV's and **Cover letter** to:

Human Resources Department

7th Floor, Sanlam Centre

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

PO Box 317, Windhoek, Namibia. For enquiries contact: hynamibia@sanlam.com.na

