

# 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:

### Sanlam Client Service Advisor (Katima Mulilo)

#### The purpose of the position

The purpose of this position is to effectively deal with customer queries regarding individual insurance and to advising customers on individual insurance products of Sanlam.

#### Main duties and responsibilities include

- Handling of client enquiries effectively and timeously within service level agreement.
- The promotion of the Sanlam brand through outstanding client service.
- Effective administration of workflow.
- Processing of Claims and maintenance of policies.

#### Qualification & Experience Requirements

- Grade 12 and a minimum of 2 years' working experience in Client Service environment
- Experience in the life insurance industry will be an added advantage
- Absolute proficiency in English (verbal and written). One local Namibian language will be an added advantage

#### Behavioural Skills

- Administrative oriented and organising skills;
- Assertive, pro-active, tactful and polite
- Client Service focused and a Team Player;
- High stress tolerance and Deadline focussed

#### Closing Date for Applications: 14 December 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 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](mailto:hynamibia@sanlam.com.na)