

JOB DESCRIPTION BUSINESS DEVELOPMENT MANAGER AT IIB

Job Purpose: To increase sales by researching and developing sales opportunities and plans; to assist to build market position by locating, developing and defining potential new Customers and to delivery first class customer satisfaction by focusing on customer experience.

ESSENTIAL DUTIES & RESPONSIBILITIES:

Prospecting and Sales:

- Identifying potential businesses and potential contacts
- Generate new business by arranging meetings or contacting (including cold calling) potential customers through network events, social media and other ways to create an effective pipeline of potential contacts.
- Showing a good understanding and demonstrating characteristics, capabilities, and features of the insurance products.
- Get familiar with the Insurance requirements for the potential customers
- Making accurate cost calculations to provide customers with quotations
- Dealing with customer enquiries face to face, over the phone, via email or any other communication.
- Achieving all revenue targets & objectives in line with the IIB Business Plan.
- Assists with developing and implementing strategic business development initiatives to achieve both short and long term goals.

Follow up:

- Being responsible for follow-ups on all outstanding issues with existing and potential customers of the business development manager. The follow-ups are but not limited to:
 - Application forms; Have they been filled in (included the correctness), have they been send and did the receiver, receive them;
 - Payments; Have payments been made, are copies of payments been send to the correct persons
 - Claims; Have claims forms been filled in, are they being taken care of, are claims settled, is the customer informed about the latest development and status
 - Documents; Have additional documents been required and have they been prepared, send and received.

Keeping contact with existing customers:

- Maintains existing client relationships by providing on-going contacts and visits.
- Develop and maintain strong professional relationships with customers to create a partnership that bring success, results, and credibility.
- Maintain an awareness of local market competition conditions, user preferences and desires and industry trends, and report such information, with recommendations, to senior management verbally and or in written form.
- Attend conventions and events as may be suitable for the position.

Reporting:

- Periodically analyze jointly with the management, sales objectives for both present and prospective customers, sales and service activity, demands, and programs for effective sales coverage. Plan and hold regularly scheduled sales meetings.
- Prepare weekly sales reports that exists out of:
 - Weekly prospect reports
 - Weekly quotation reports
 - Weekly renewal reports
- Prepare monthly sales forecasts
- Planning and organizing the day to ensure all opportunities are maximized and being able to provide such a report to the management daily.

Documenting of customers Data:

- Maintains accurate and organized documentation on all clients and prospects.
 - Meaning, process all documents, clients, appointments, renewals notification and reports (as mentioned under “Reporting” described above) into the designated system of IIB in the correct and an accurate way.
 - Update the customer’s details in the system whenever a change takes place in customer’s detail.

Any other duties assigned by the Management.

Need to have the following skills:

- Excellent customer service ability
- Professional in appearance and attitude
- Detail-oriented
- Ability to establish a positive distinctive marketing image and proactive customer responsiveness within the team.
- Good communication skills in English
- Customer & Quality Focus
- 24 hours, 7 days a week attitude