



## **Job Title: Branch Coordinator**

## **Department: Business Development**

### **Job Summary**

To manage a set of branches efficiently and effectively in view of promoting a high level of Sales excellence by improving the customer journey and satisfaction. To coach, empower and motivate staff in meeting Client's needs and expectations. Ensure cost efficiency and a secure work environment.

### **Main Responsibilities**

- Improve the customer Journey of all visiting clients.
- Handle customer complaints tactfully and report recurrent to higher management and customer care department.
- Supervise, assist and evaluate operations of staff to ensure the smooth running of the branch.
- Distribute the renewal list for calls and maximising the retention of existing clients.
- Handle customer's queries in respect of claims, Accounts and policy terms and conditions.
- Check the lodgement of the closed session for bank or Brinks prepared by the cashier and Team Leader Customer Service on a regular basis.
- Ensure that cashier's procedure is respected at all time.
- Distribute the debtor's list for calls on a monthly basis.
- Distribute the allocation list for payment allocation.
  
- Develop a work plan, on a daily/ weekly/ monthly basis, according to availability and capacity of team members.
- Facilitate communication within the department among staff members, relaying information promptly to enhance team efficiency and spirit.
- Assess on a semester basis, the performance of team members and provide constructive feedback.
- Identify learning and development needs and submit same to human resources department on an annual basis or as and when required.
- Coach team members to upgrade their competencies.
- Grow and nurture a talent pipeline thereby ensuring the accomplishment of individual, department's and MUA group objectives.
- Monitor strict adherence of team members to internal rules and regulations.
  
- Lead and implement operating processes and tools to efficiently manage the department.
- Analyse the department's workforce requirements and participate in the recruitment process, as and when required.
- Take necessary steps to foster a positive, healthy and safe work environment and ensure good running of equipment.
  
- Provide regular report to show progression of Retention figures.

- Provide yet to renewed report to staff for closer follow up of renewals.
- Ensure that the premises are safe and under good working condition & liaise with Logistic department for any issue encountered at the branch.
- Provide clear and detailed report of Retention figures achieved by the branch.
- Provide production report of each staff.
- Ensure that all the legal aspect pertaining to our Insurance practices are respected.
- Ensure compliance of all relevant requirements and documentations standards are respected.

## Job Requirements

- HSC
- Diploma in Management/leadership
- >5 years' work experience in a related field
- Excellent communication and interpersonal skills
- Ability to manage and coach a team

The company reserves the right to call only the best qualified candidates for the selection exercises. Applications received after the closing date might not be considered. The company also reserves the right not to proceed with the vacancies.