



**Job Title: Assistant Manager**

**Department: MUA Corporate Solutions**

### **Job Summary**

We are seeking a highly motivated Assistant Manager with a strong blend of technical expertise, commercial acumen, and leadership capabilities to support the management team in delivering exceptional results across various business functions. The ideal candidate will have the ability to balance operational efficiency with innovative problem-solving and team leadership, ensuring the business meets its strategic objectives while maintaining high standards of service, profitability, and customer satisfaction.

This position provides a unique opportunity to develop leadership skills while applying technical and commercial knowledge to drive business success. If you're a proactive, results-oriented professional with the right balance of technical expertise and business insight, we encourage you to apply!

### **Main Responsibilities**

- Oversee the day-to-day technical operations, ensuring systems, processes, and workflows are running efficiently.
- Collaborate with technical teams to resolve complex issues, optimize performance, and ensure seamless integration of technology into operations.
- Assist in the development and implementation of technical solutions to improve efficiency.
- Stay current with industry trends to drive innovation and improvements within the department.
- Support business development efforts by identifying new business opportunities, optimizing pricing strategies, and improving customer service standards.
- Monitor and analyze market trends and customer needs to inform strategic decision-making.
- Assist in the preparation of financial reports, forecasts, and budgets, ensuring alignment with company goals and profitability targets.
- Maintain strong relationships with clients and stakeholders, understanding their needs and ensuring delivery standards.
- Leadership Responsibilities:
  - Lead, motivate, and mentor a team of professionals, ensuring high performance and continuous development through regular feedback, coaching, and training.

- Act as a key point of contact between the management team and operational staff, ensuring clear communication and alignment with organizational goals.
- Ensure adherence to company policies, procedures, and quality standards across all operational areas.
- Assist in managing day-to-day operations, setting priorities, and delegating tasks to ensure deadlines are met efficiently.
- Foster a culture of teamwork, collaboration, and continuous improvement, promoting a positive and productive work environment.

## Job Requirements

- Bachelor's degree (or equivalent) in Insurance, Business, Actuarial Science, or a related field, or equivalent practical experience.
- Willingness to pursue and complete relevant Chartered Insurance Institute (CII) qualifications to further enhance professional expertise.
- Minimum of 3 years of experience in the (re)insurance industry, ideally in a client management, risk assessment or similar role.
- Accuracy and attention to details
- Highly motivated, proactive and dynamic person

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