



## JOB DESCRIPTION

A. POSITION INFORMATION	
Job Title	Assistant Broker Consultant
Department	Marketing and Sales
Division	Marketing and Sales
Duty Station	Windhoek
Reports to Position	Broker Consultant
Number of Direct Reports	None
Job Description Completion Date	May 2024
PATERSON GRADING OUTCOME	C1

B. PRIMARY PURPOSE OF THE POSITION
To provide excellent customer service by proactively seeking and acquiring new intermediaries, understanding their specific insurance needs, and offering tailored solutions according to The Namibia Special Risks Insurance Association (NASRIA) insurance products.

C. ORGANISATIONAL STRUCTURE	
Incumbent's Superior (1 Level)	Broker Consultant
Incumbent's Job title	Assistant Broker Consultant
Incumbent's Subordinates (Level 1) [Title/-s and Number/-s per Position]	None

D. JOB SPECIFICATIONS	
Minimum Academic Qualification	Grade 12 and a Business Administration Diploma.
NQF Level (1-10)	NQF Level 6
Minimum Experience Required	Two (2) years of relevant experience in sales, marketing, preferably in the short-term insurance industry.
Legal / Professional Requirements / Licenses	A Valid Driver's License (Code B).



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E. CORE COMPETENCIES		
<i>Knowledge</i>	<i>Skills</i>	<i>Behaviour</i>
Microsoft Office Suite	Written and verbal Communication Skills	Reliable and integrity
Insurance products and services	Interpersonal Skills	Team player
Insurance / policy administration processes, principles, methodologies, and best practices with Sales and Marketing techniques	Problem-Solving Skills	Friendly
Regulatory Compliance	Organising and Time Management skills	Detail-orientated
Traffic Rules and Regulations	Excellent Driving Skills	Resilient and patience

F. Key Performance Areas	Critical Tasks
<b>1. Sales Support and Administrative Duties</b>	<p>1.1 Contact potential intermediaries and maintain relationships.</p> <p>1.2 Assist in implementing effective marketing initiatives to sell NASRIA's products line.</p> <p>1.3 Assist the sales team in setting up product displays and promotional materials.</p> <p>1.4 Submit monthly marketing - and sales reports to the Line Manager in a timely manner.</p> <p>1.5 Support in promoting NASRIA's products and brand to various stakeholders.</p> <p>1.6 Participate in industry events and networking activities to promote NASRIA's products and services.</p> <p>1.7 Collaborate with the marketing team to develop marketing campaigns and promotional materials for intermediaries.</p> <p>1.8 Assist the line manager to meet sales targets.</p>



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<b>2. Intermediaries Relationship Service</b>	<p>2.1 Visit intermediaries and always maintain a friendly and professional demeanour.</p> <p>2.2 Address intermediaries' complaints or concerns promptly and escalate, as necessary.</p> <p>2.3 Build and maintain strong business relationships with intermediaries, providing high satisfaction through timely and efficient sales service.</p> <p>2.4 Provide continues updates and information on new products, services, underwriting guidelines, and policy changes to meet intermediaries needs.</p> <p>2.5 Collect feedback from intermediaries' regarding products, services, and overall experience to identify areas for improvement and enhance broker satisfaction.</p>
<b>3. Product Knowledge and Training</b>	<p>3.1 Stay abreast about NASRIA's products, services, and underwriting guidelines.</p> <p>3.2 Assist and handle training sessions and workshops for intermediaries to enhance their product knowledge and sales skills, when required.</p>
<b>4. Market Intelligence</b>	<p>4.1 Provide feedback to the marketing and sales team to help enhance NASRIA's product offerings.</p> <p>4.2 Assist in maintaining a database of intermediaries for targeted marketing and sales activities.</p> <p>4.3 Participate in industry forums and discussions to stay abreast of industry developments and best practices, when required.</p>
<b>5. Compliance and Risk</b>	<p>5.1 Verify that all marketing and sales activities comply with regulatory requirements and internal policies.</p> <p>5.2 Report any compliance issues/risks in a timely manner to the Line Manager / Supervisor.</p>



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### **Declaration:**

I hereby acknowledged that the above job description is a broad indication of the job specifications with the focus on the outputs that I will be responsible for. From time to time the I may be required to undertake other duties reasonably expected from me. Kindly note that no job description will be regarded as a precise specification of duties but rather as a guide to the main responsibilities.

### **Employee:**

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_

\_\_\_\_\_  
Exco/Line Manager /Supervisor

\_\_\_\_\_  
Signature

Date: \_\_\_\_\_