

Business Relationship Consultant – City Sales

This role reports to the Business Relationship Manager – Suva City Sales and the primary purpose of the role are to effectively administer all tasks related to the respective Sales Unit's Life and Health New Business and Conservation processes. Ensure all customer service, regulatory and company policies and standards are compliant at all times. Ensure regular communication and effective support is provided to the Unit's advisors.

Qualifications and Experience

- New Business: Scanning of all applications received and create tracking activity on BLIS.
- Conservation: Liaise with the Conservation team and advisors daily to monitor cases that are in premium arrears and approaching lapse state; provide weekly updates at Unit meetings on lapse status.
- Compliance: Ensure all customer interactions and documentation are being updated onto the system and records are accurate and up to date; ensure compliance with requirements including preparing and submitting reports for audit, circular communications, training, Occupational Health and Safety, iCare, first aid and fire safety as and when required or applicable.
- Customer Service: attend to customer queries directed to the office within specified turnaround time and follow up on outstanding matters with Head Office to ensure they are dealt with appropriately and in a timely manner; provide effective and balanced support for all advisors.
- Daily Updates on Sales: Provide daily updates of new business by Advisor to Cover Management Department; as well as daily issued updates and monitor Advisor's New Business, Lapses and reinstatement activities.
- Office Cleanliness & Supplies: ensure proper control of stationery, receipt books and amenities as well as high standard of office cleanliness and professional dress code.
- Unit Meetings: Conduct unit meetings and cover the office in the absence of the Business Relationship Manager; maintain minutes of all Unit meetings as well as an effective filing system for information storage to ensure that all relevant information is directed promptly.
- Carry out any other assigned tasks related to the achievement of the Unit's KPI's, operational excellence or compliance standards.

Knowledge and Skills and Qualifications

- A Diploma of Financial Services – Life Insurance (ANZIIF) or a Diploma in Business Studies or Management.
- Minimum of 3 years' experience within the business with basic understanding of Cover Management and Underwriting processes, Product, Conservation and customer service experience to effectively perform this role.
- Must demonstrate good understanding and application of our Vision & Values;
- Sound knowledge of Life Insurance products, policies and procedures.
- Proficient in Microsoft Applications (Word, Excel & PowerPoint);
- Sound knowledge of the sales process, insurance, BSP Life products and services.
- Sound knowledge of BLIS.
- Sound knowledge and skills in compliance / legislation.
- Strong sales and customer services ethics with a "can-do" attitude.
- Sound understanding of marketing principles.
- The ability to work under pressure and the discipline to work with minimum supervision and to strict deadlines.
- Good time management techniques, with proven planning and organizing skills.
- Proficient in written and spoken English with excellent writing skills.

This is demanding yet satisfying roles within a growing organization and appropriate salary packages will be negotiated to secure high calibre candidates.

Please call the HR Services team via telephone number **331 7000** if you have any questions.

Applications close at **4:00pm on Friday 16 August 2024** and only shortlisted candidates will be contacted.