



**WE ARE HIRING**

**Durban**



## Team Leader

Bidvest Insurance is a Short Term insurer within the Financial Services division of the larger Bidvest Group and operates alongside other great companies such as Bidvest Bank, Bidvest Life, FMI, Compendium Insurance Brokers and others.

Bidvest Insurance is one of South Africa’s fastest growing insurance companies and was founded in 1997. With the support of the larger Bidvest Group we have successfully expanded and evolved through our dedicated commitment to our values, customers, partners and staff. Interested individuals looking to join Bidvest Insurance can expect to join a young and energetic team that challenge convention and who are intent on building long term relationships with all stakeholders.

As one of South Africans largest diversified industrial companies, your career aspirations with us are only limited by your own imagination.

### Position Overview

Responsible for managing a team of sales consultants within a call Centre environment. The successful incumbent will be required to actively manage the sales team to achieve set targets and requirements. An excellent communicator with proven track record on achievement of set targets.

### What You’ll Need



#### Sales Guru

We’ve already done selling ice cream to Eskimos...but if you believe **knowledge is power** and you have a proven track record in high energy sales, then you’ll fit right in.



#### Leader

Leadership is a characteristic which is celebrated and encouraged through our company culture and we expect our senior staff members to **lead by example**



#### Energy

We operate with passion and excitement & thrive off a **‘can do!- let’s go!’** attitude. We believe in embracing new challenges and celebrating our wins!

### Our Values

At Bidvest Insurance, we’re all part of a BE’VOLUTION where we live our values each and every day for the benefit of our colleagues, customers, partners, stakeholders and our environment.



Our curiosity drives us to constantly improve our business



Anyone can do ordinary, we do extraordinary



Treat everyone with respect, in & outside our company



We always do the right thing, even when no one is looking



We’re enthusiastic in everything we do - our energy is infectious



We’re committed to understanding our customers, partners and colleagues

## Key Responsibilities and Duties

### ▶ Sales

- To achieve set objectives and targets.
- Develop, monitor and implement structured plans with measurable goals.
- Ensure the measurability of activities within tele-sales and data administration.
- Monitoring the delivery of the value proposition to customers.
- Ongoing development of ideas for the department to work more efficiently and effectively.
- Ensure and monitor that consultants generate sales by cross selling and up selling.
- Attention to detail.
- Maintain and develop professional selling skills.
- Provide the team with clear focus and direction.
- Ability to motivate the sales team.
- Problem solving.
- Ability to work above and beyond the normal duties to ensure that targets are met.

### ▶ Training

- Provide system and product training to brokers whilst promoting the Bidvest products and brand.
- Providing ongoing team training, coaching and development.
- Setting up telesales training programs and training.

### ▶ Quality Assurance

- Achieve 80% accuracy on quality.
- Assist and mentor consultants on quality calls.

### ▶ Reporting

- Generate Monthly report.
- Weekly and monthly reporting on team's performance.

## General Skills

- ▶ Good understanding of insurance products.
- ▶ Customer service knowledge and orientation
- ▶ Must be able to work in a team.
- ▶ Strong interpersonal and communication skills.
- ▶ Short term Insurance industry knowledge.
- ▶ Commercial & Personal Lines.
- ▶ Risk Knowledge and Risk Mitigation Experience.
- ▶ Working knowledge and understanding of FAIS, FICA, TCF and PPR.
- ▶ Self-motivated with an ability to work unsupervised.
- ▶ Ability to build and develop relationships and interact at all levels.
- ▶ Excellent telephone selling skills with professional telephone manner and commercial acumen and the capability to communicate with enthusiasm and drive.
- ▶ Experience with vehicle warranties, comprehensive insurance and related vehicle related products advantageous.
- ▶ Excellent negotiating and closing skills.
- ▶ Passion for sales.
- ▶ Able to manage the sales on a varied range of products and services.
- ▶ Target and incentive-driven.
- ▶ Energetic.
- ▶ Fluent in English and other languages.
- ▶ Multi-tasking.
- ▶ Excellent time management and attention to detail.
- ▶ Confident and assertive.

## Experience and Education

- ▶ Grade 12 / Matric.
- ▶ FAIS Qualification (NQF L4/5).
- ▶ FAIS 120 Credits.
- ▶ RE5.
- ▶ Minimum 5 years' experience working within an insurance environment.
- ▶ Minimum of 2 years' experience managing a sales team, within a call centre environment.
- ▶ Proven history of managing successful Sales Teams.

**Submissions:**

Preference will be given to PDI candidates in line with our EE strategy.

Interested candidates to please submit their [nikkid@bidvestinsurance.co.za](mailto:nikkid@bidvestinsurance.co.za)

**Submissions closing date: 1<sup>st</sup> June 2021**

Bidvest Insurance is an authorised Financial Services Provider

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