

Senior Relationship Manager

We are seeking an experienced insurance/financial services professional with a strong record in client relationship management and possess a strong aptitude for sales prospecting, qualified sales lead generation. The individual must be personable, solution driven and a motivated self-starter, with a natural ability to add value within the Client Management team. The Senior Relationship Manager will be responsible for providing best in class client service with a resolute focus on client retention and identifying sales opportunities.

Core responsibilities include:

- Manage a portfolio of clients with strict adherence to the client management service level agreements
- Promote the company's products and services aligned to the prospective client's needs analysis
- Create ongoing opportunities for profitable group business in line with the company's sales target objectives
- Communicate, liaise, and negotiate internally and externally using appropriate methods to facilitate the development of profitable business and sustainable client relationships
- Deliver formal presentations and work with prospective and existing clients to develop appropriate proposals to meet their needs
- Provide education classes for administrators and employee groups
- Promote and drive client digital adoption practices by using the online digital channels
- Respond to client queries/complaints and promote efficient servicing through use of electronic delivery channels
- Manage the Pension asset retention strategy which includes providing Argus financial solutions to individual pension members
- Provide basic investment, Mutual Fund education including performance insights to plan members in line with their plan options
- Perform other tasks and work on special projects as assigned

Qualifications and experience required:

- University degree in a related field (e.g. Business Administration, Finance, Economics, Insurance, etc.)
- A minimum of five years progressive experience in the insurance or financial industry
- Five years' experience in sales and business development with proven track record of successfully converting sales opportunities into new business
- Strong financial numeracy and literacy and an eye for detail and accuracy
- Basic knowledge of investment funds
- Knowledge of pension, life and health insurance legislations would be an asset
- Excellent communication skills, which includes the ability to create strong relationships and the ability to influence and collaborate effectively with roles across the organization
- Strong proficiency in Microsoft Office Suite and be digitally savvy with emerging technology
- Proven track record of understanding risk reward and the economics of a business opportunity
- Ability to work independently to meet deadlines following company guidelines, as well as, in a team-oriented approach to accomplish goals
- Strong analysis and decision-making skills with the ability to identify and implement solutions
- Possess initiative and creative ideas in achieving results
- Excellent organizational, negotiation, and presentation skills
- Ability to plan, prioritize, and multi-task in a complex work environment
- Ability to work in a constant change environment whilst managing stakeholder expectations

Closing Date: Wednesday, July 20,2022

Send your resume to: People Department
Argus Management Services Limited (The Argus Group)
14 Wesley Street Hamilton HM11 or
P.O. Box HM 1054 Hamilton HMEX
Tel: (441) 295-2021 | Fax: (441) 292-6763
Email: resume@argus.bm | www.argus.bm

Argus strives to provide complete customer satisfaction by recruiting, developing and retaining the very best people who are committed to offering our customers exceptional service.
Argus is an equal opportunity employer.

