

## 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 and convert sales opportunities into new business. 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 managing a commercial client portfolio with an emphasis on growing and providing best in class client service with a resolute focus on client retention and identifying sales opportunities.

### Core responsibilities include:

- Accountable for growing, serving and maintaining satisfied business relationships, a large profitable book of business and acquiring new business
- Effectively plan for and schedule meetings with clients with a specific pro-active agenda
- Promote value added services and new product offerings. Ensure policy features and benefits meet clients' ongoing needs and administrative requirements
- Identify opportunities for process improvement for the benefit of individual and institutional clients and take the most appropriate action
- Build a deep understanding of the client's business within the relative industry and its competitive environment
- Provide relevant business intelligence and insight to the client
- Communicate, liaise, and negotiate internally and externally using appropriate methods to facilitate the development of profitable business and sustainable client relationships
- Deliver formal client educational presentations and work with prospective and existing clients to develop progressive business and educational proposals to meet their needs
- Respond to client queries and complaints and promote efficient servicing through use of online digital channels
- Promote the company's digital engagement strategy to increase customer digital transactions via our online portal
- Monitor market competitor activity and provide feedback to the company's leadership team to collaborate in the development of ongoing competitive solutions and strategies
- Participate in client related business projects which support organizational needs, effectively assessing and communicating business impacts
- Drive the renewal process in collaboration with management and other business partners as appropriate
- 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
- Proven track record of relationship management and consultative selling skills with a demonstrated ability to establish, maintain and deepen partnerships with diverse clients, and identify and drive profitability within the portfolio
- Must be able to work and collaborate with all levels of staff internally and externally, inclusive of senior executives
- Strong financial numeracy and literacy and an eye for detail and accuracy
- Knowledge of pension, life and health insurance legislations would be an asset
- Strong proficiency in Microsoft Office Suite and be digitally savvy with emerging technology
- Excellent communication, organizational, negotiation, and presentation skills
- Highly customer focused with the 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
- A quick learner with the ability to plan, prioritize, and multi-task in a fast-moving complex work environment

**Closing Date:** Tuesday, 4 October 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](mailto:resume@argus.bm) | [www.argus.bm](http://www.argus.bm)



Argus provides equal employment opportunities to all employees and applicants and prohibits discrimination and harassment on the basis of race, place of origin, colour, ethnic or national origin, sex or sexual orientation, gender identity, marital status, disability, family status, religion or beliefs, political opinions, or age. We aspire to have a diverse and inclusive workplace and strongly encourage suitable applicants from various backgrounds to apply.