



VACANT POSITION: Service Manager, Life & General

Clarkson is a Pan-African Insurance Brokerage Firm that has offices in Kenya, Uganda, Tanzania and Zambia. Clarkson has been in existence from 1958 and we pride ourselves as one of the leading firms in the region specializing in risk management, insurance brokerage services in medical, general, group life and pension schemes.

Clarkson Uganda Ltd is searching for a Service Manager, Life & General.

The Service Manager, Life & General leads the team in setting, implementing, and improving CIB's customer service standards. They ensure that relationships with CIB's Life & General clients are built and managed so that service level agreements are delivered, business is retained, and cross-selling opportunities are grasped.

Roles and Responsibilities:

1. Champion Customer Service CIB-wide

- Design and oversee the administration of regular surveys for Life & General clients to gather feedback on their customer service experience; hold regular meetings with management and relevant teams to discuss customer experience insights and emerging trends.
- Define specific SLAs for the core processes in both Life and General insurance (e.g., claim processing time, policy issuance time, etc.) and ensure they are communicated across the team.
- Regularly benchmark CIB's SLAs against competitors and industry standards to ensure they remain competitive and client-focused.
- Work with IT and operations teams to identify existing system bottlenecks or gaps in the customer service processes for Life & General Insurance and prioritise system enhancements.
- Design and implement a standardised process for managing dissatisfied clients, escalating customer complaints or issues to higher management and resolving issues efficiently to retain customer trust.
- Regularly review and map out the client journey to identify key pain points or opportunities for improvement in the Life & General services offered; implement analytics tools to track and analyse client interactions (e.g., call times, claim resolutions, etc.) to understand areas of service that need improvement.
- Collaborate with relevant stakeholders to gather essential information and insights that will help customise offerings for clients.

2. Lead Client Relationship Management

- Create a roadmap for the team outlining the goals, tactics and expected outcomes for building and maintaining relationships with clients. Ensure that each team member understands their role and responsibilities in this plan.
- Guide the team in conducting thorough needs assessments for each client to ensure that the services offered are tailored to align with their unique expectations and goals, fostering more meaningful interactions and delivering greater value.



- Provide training to the team on effective relationship-building techniques and conflict-resolution strategies.
- Assign each client a dedicated resource who understands their specific needs while fostering long-term relationships through consistent communication, engagement and tailored support.
- Build and maintain strong relationships with key decision-makers within client organizations to ensure continued satisfaction and strengthening the long-term partnership.
- Ensure that each client's Service Level Agreement (SLA) is clearly documented, communicated and agreed upon with well-defined expectations and key service metrics thereby establishing transparency and trust.
- Implement a comprehensive onboarding process that guides the client account servicing team in ensuring a seamless client journey laying the foundation for building strong and long-term relationships built on trust and transparency.
- Lead the development and implementation of regular satisfaction surveys to gather feedback from external stakeholders (e.g., insurance providers, and clients). Use the feedback to improve claims processes and relationships.
- Define KPIs to measure the effectiveness of relationship-building efforts, such as stakeholder satisfaction scores, response times, and resolution rates. Regularly track these metrics to ensure continuous improvement
- Organize and lead regular review meetings with external stakeholders to assess performance, discuss challenges, and identify opportunities for improvement.
- Regularly provide feedback to the claims team on how they can improve their interactions with external stakeholders; encourage and support team members in handling complex relationships and disputes effectively.

3. New Business Support

- Schedule and lead regular strategic meetings with the Business Development team to align on customer needs, business objectives and market opportunities.
- Work closely with the Business Development and Risk Solutions Teams to define and document service metrics that align with the expectations of new clients
- Support the contracting process by collaborating with the Business Development team during contract negotiations to ensure that all terms and service levels are aligned with the expectations of both the client and CIB
- Once customer needs and expectations are identified, implement the SLAs for each new client.
- Work closely with the Business Development team to identify high-potential markets, key industries or customer segments that align with CIB's offerings.

4. Retention & Cross-Selling

- Identify at-risk clients based on feedback, service delivery or satisfaction scores and implement targeted retention initiatives such as personalized follow-ups or offering additional products that meet their needs.



- Design and execute engagement campaigns targeting existing clients to educate them on the benefits of renewing and expanding their coverage.
- Develop a loyalty program that rewards a specified category of clients
- Set clear and measurable cross-selling targets with specific goals for each product line (Life and General Insurance); regularly tracking and reporting on the cross-selling performance of each team member to ensure that targets are being met, and any gaps or opportunities are identified for improvement.
- Provide the team with sales tools and resources (e.g., case studies, client testimonials, product brochures) to help them articulate the value of additional coverage effectively.
- Establish regular client check-ins, either through calls, emails, or in-person meetings, to foster relationships and identify opportunities for upselling and cross-selling.
- Coordinate with the marketing team to design promotional materials and campaigns focused on retaining clients and cross-selling relevant products.
- Stay informed on industry trends, competitor offerings, and customer preferences to ensure that CIB's cross-selling strategies remain competitive.

5. Support Management of Risk & Compliance

- Collaborate with the legal and compliance departments to ensure that all contracts meet regulatory standards and are compliant with local laws and insurance industry regulations.
- Regularly perform risk assessments for existing and new client accounts to identify potential risks.
- Work with the role supervisor and relevant departments to develop and implement risk mitigation strategies for identified risks and ensure that these are communicated and incorporated into the contracts where necessary
- Stay updated on insurance regulatory changes and ensure that clients' policies and contracts comply with any new legal requirements while promptly addressing any discrepancies.
- Regularly conduct internal audits of client accounts to ensure that all regulatory requirements are being met.
- Conduct regular compliance training sessions for the Client Account Servicing team to ensure they are well-versed in the latest insurance regulations and best practices for managing client accounts.

6. Lead & Empower the CIB Team

- Create a continuous capacity-building program for employees to stay updated on customer service best practices, sales tools and resources and industry-specific knowledge, especially for Life & General insurance.
- Communicate a clear vision and strategy for the team outlining CIB's customer service goals and the role each staff member plays in achieving them
- Regularly assess the skills and competencies of the team to identify areas for improvement and provide targeted training programs related to Life and General insurance.



- Hold regular one-on-one meetings with each team member to provide personalized feedback, understand their challenges and identify areas where they need support or development.
- Develop individualized professional development plans for each team member to help them advance their skills and achieve their career goals within CIB
- Set clear and achievable performance targets for the team while ensuring these are aligned with CIB's overall objectives; additionally, implement a system for tracking each team member's performance against their targets, with regular reviews to provide feedback, assess performance and offer additional support where needed.

Qualifications and Competencies

- Bachelor's Degree in Business Administration, Marketing, or a related field.
- Diploma in Insurance is essential
- Relevant professional certifications in customer service or a related field (e.g., Certified Customer Service Professional) are an advantage.
- At least 5 years of experience in a technical and customer service management role, ideally within the insurance industry.
- Proven experience in leading and motivating customer service teams.
- Demonstrated experience in setting and implementing customer service standards and metrics.
- Excellent interpersonal skills; in particular, an ability to listen, understand, and see things from the customer's perspective
- Excellent communication skills; in particular, an ability to communicate in a manner that will address customer concerns and build trust
- Excellent product knowledge with an ability to explain the value addition of products from a customer's perspective
- A commitment to the delivery of outstanding customer service; supported by a solid knowledge of good practice in service delivery
- Experience in developing and implementing service level agreements (SLAs).
- In-depth understanding of the insurance industry and its specific customer service requirements.
- Analytical skills; attention to detail
- Negotiation skills

Interested candidates should send their applications, by **email only** to: recruitment@theleadershipteam.org with '*Application for Service Manager, Life & General Position*' as the subject heading.

The application should include an expression of interest and curriculum vitae. **Do not** include certificates.

The applications should reach us on or before **26th February 2025**.