

#### JOB ADVERTISEMENT

**Position:** Business Service Team (BST) Supervisor

**Department:** Business Development

**Reports To:** Business Development Director

**Supervision:** Business Developers/Assistant Business Developers

**Employment Type:** Permanent

**Location:** Nairobi

#### **PURPOSE:**

This position is responsible for achieving business growth by meeting renewal retention and new business targets. This involves managing and developing the business development team with the aim of enforcing effective credit control, delivery of set loss ratio and building and maintaining satisfactory customer relationships.

#### **KEY PRIMARY RESPONSIBILITIES:**

- Checking policy documents, endorsements and agreements with service providers and approving membership certificates or other official documents in line with the company's underwriting manual;
- Identifying and referring insurance risks that require reinsurance arrangements;
- Addressing enquiries and feedback from clients within the timelines stipulated in the service charter and/or SLAs signed with respective clients;
- Observing strict adherence to cash and carry rule and/or company credit control policy and escalating exceptions;
- Addressing reconciliation issues in liaison with the finance department and following on claims
- Responding to internal and external audit queries and implementation of recommendations;
- Allocating incoming mails amongst team members and ensuring they are worked on within the agreed turnaround times;
- Complying with statutory, regulatory and internal control processes at the business units;
- Responsible for timely renewal invitations, processing of payments and confirmation done by the team as per the SLA;
- Maintaining accurate records and up to date record on follow up of medical requisitions, premiums, PIN numbers and renewal confirmations as per the set timelines;
- Complying with statutory, regulatory and internal control processes at the business units including internal and external audit recommendations;
- Developing departmental budget and business plans to achieve the set company targets;
- Entrenching performance based appraisal of departmental staff in line with their set KPIs and departmental targets;
- Participating in company CSR and brand building activities in liaison with other departments;
- Training, coaching and mentoring staff in order to improve performance and cohesion within the department;
- Implementing interdepartmental SLA in liaison with other departmental heads;
- Participating in management meetings, projects and committees as assigned.

#### GENERIC DUTIES

- Develop departmental budget and business plans to achieve the set company targets;
- Entrench performance based appraisal of departmental staff in line with their set KPIs and departmental targets;
- Participate in company CSR and brand building activities in liaison with other departments;
- Train, coach and mentor staff in order to improve performance and cohesion within the department;
- Implement interdepartmental SLA in liaison with other departmental heads; and
- Participate in management meeting, projects and committees as assigned

#### ACADEMIC QUALIFICATIONS

- Bachelor's degree in Actuarial Science or an equivalent.

#### PROFESSIONAL QUALIFICATIONS

ACII/ Diploma in Insurance

#### EXPERIENCE

- At least 6 years relevant experience

#### SKILLS AND ATTRIBUTES

- Leadership skills
- Teamwork skills
- Interpersonal and Communication skills
- Analytical skills

Strong preference will be given to candidates with the above qualifications, skills, and experience. If your career aspirations match this exciting opportunity, please apply at <https://apollogrouprec.peopleshr.com/> on or before **14<sup>th</sup> July 2025**. As part of the application process, you will be directed to our online portal to create an account and submit your application. Only shortlisted candidates will be contacted.

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