

Senior Client Relationship Manager

Job Description

Non-Branch Banking (NBB): This role is part of the Non-Branch Banking channel (Prime, COP, VRM). The incumbent will work on leads shared by the Bank and convert them into life insurance sales through outbound calls to mapped prospective customers. Monthly targets are set channel-wise, and the role requires **8–10 calls per day**. Products include investment, guaranteed, income and protection solutions.

Key Responsibilities:

- Reach out to existing and potential customers to present the company's products and services
- Understand customer requirements and needs, and recommend suitable solutions based on their needs and financial capacity
- Address customer questions and queries promptly and accurately
- Source prospects and leads from the sales team and Relationship Managers
- Train and guide callers on conversation starters and on product and service details
- Track identified KPIs and report on performance
- Consistently achieve monthly sales targets and quotas
- Track and document calls and sales as per Bank requirements

Must Criteria

1. Minimum 1 year of insurance sales experience preferred; life insurance experience most preferred
2. Telecalling experience preferred, as the role involves telecalling and sales
3. Age limit: 32 years
4. Gender: Male/Female
5. Graduation is mandatory
6. No professional gap of more than 3 months
7. Excellent communication skills
8. Target-oriented, as this is a sales profile
9. Fully vaccinated
10. Stable career profile, with no history of frequent job changes
11. Basic computer proficiency

Perks

- Medical cover for employees and family
- Incentives
- Fast-track promotions

Working Hours

Day shift, **9:30 AM to 6:30 PM**. Two Saturdays per month are off and the remaining Saturdays are working. All Sundays, along with designated and national holidays, are off.