



EXPAT INSURANCE

Expat Insurance is a fast growing independent insurance brokerage in Singapore. Our award-winning team is renowned for delivering the very best for our clients. We are looking for a dynamic, confident and inspired Manager to lead our high-energy sales and renewal teams in the Employee Benefits Department.

Manager, Employee Benefits

About the Role

You will be responsible for the performance of the Sales and Servicing teams to deliver a minimum 100% renewal retention goal in the renewals team together with the performance of New Business across all lines of business (Group Medical, Travel, life Insurance). You will have individual Sales targets to meet which will be the main priority. Reporting to CEO, Amy Landless, you will receive ongoing leadership and support. Amy will be focused on the profitability of the business and you will work together to ensure the overall growth of the book of business in the Employee Benefit Team.

Principal Areas of Responsibility & Focus

- Achieve Company objectives through driving sales revenue and policy retention
- Managing the P&L for EB Team, both top and bottom line monthly and annual targets
- Manage and allocate monthly new business leads for the team
- Mentor and support EB team members
- Conduct employee performance reviews
- Hiring, interviews and onboarding for EB team members as and when necessary
- Handle complex renewal cases, complaints, LOA's and escalations where necessary
- Lead bi-monthly team meetings
- Participate in bi-monthly meeting as part of management team
- Maintain client records on the Salesforce database
- Review all lapsed policies
- Maintain strong relationship with the Insurance relationship managers
- Review and manage new products in the market
- Maintain knowledge of market and competitors' activities and plans
- Work with Marketing, PC, P&C and Life team to promote the brand and develop new business opportunities.
- Engage with lead generation efforts to ensure adequate pipeline, in consult with Marketing
- Employee Engagement initiatives with Culture Committee, Marketing & Management

About You

You are an experienced, outgoing Manager of people with positive energy and are driven by taking ownership in what you do and motivating others to succeed. You have excellent communication skills and are good at planning ahead as well as being hands-on and operational. You thrive in a professional environment with a strong corporate culture. You have the ability to prioritize work, remain calm under pressure and are confident with decision-making. You are a goal oriented individual who is focused on monthly targets.

You should have experience in the following areas:



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- Sales
- People Management
- Knowledge of the insurance industry