

JOB DESCRIPTION

Job Description:	Sales Consultant
Company:	One Card Investments (Pty) Ltd
Title:	Sales Consultant
Reports to:	Sales Team Manager
Based at:	Woodmead
Occupation Category:	Call Centre
Cost center:	One card Investments
Incentivized:	Yes - commission

Job purpose: To Market and sell short term insurance products through a service to sell approach. To maintain your customer portfolio and to ensure that all related queries and complaints are dealt with in a professional manner.

Key Result Areas:

Client Development

- Identify and develop profitable new business opportunities and achieving sales targets;
- Develop new sales leads and to build a database of potential clients;
- Follow One Plans standard operating procedures at all times;
- Maintain and grow existing business by cross selling opportunities;
- Develop strong client relationships to enhance and increase sales potential and premiums collected;
- Keep up to-date sales records for all existing and prospective accounts on company IT systems.
- Prepare detailed and professional written proposals and quotations where applicable;
- Professional sales approach is followed at all times;
- Ensure that your current customer portfolio is satisfied and that all premiums written are collected within the acceptable parameters (Average Collection rate);
- All sales transactions needs to be done with the company minimum standards and should any sales be processed and these legislative and compliance standards was not followed the agent will have to rectify it immediately before any news sales transactions can be initiated. Subsequent disciplinary action can be opposed should the contravention of the compliance standard necessitate it.

South Africa

Tel: 010 001 0141 **Web:** www.oneplan.co.za | www.onepet.co.za
Address: 54 Maxwell Drive, Woodmead North Office Park, Woodmead 2021

Oneplan and Onepet are administered by Onecard Management Services (PTY) Ltd, an authorised financial services provider 43628.
Oneplan is not a Medical Aid Scheme but a short-term insurance product underwritten by Zurich Insurance Company South Africa Limited.



Operational Effectiveness

- Achieve 350 minutes of call time per day
- Be punctual, responsible and diligent in all tasks and duties attended to
- Complete accurate and timely sales administration records
- Submit to the Manager all relevant reports, paperwork and update on all forward sales activity
- Any additional responsibilities as required from time to time
- Comply with company policy and procedures

Competencies required: Knowledge, Skills & Attributes

Knowledge

- Grade 12 with English and a second language
- Literacy - read and write English and at least 1 official language
- Pc Literacy - word, excel, email and internet
- 3 years working experience
- Pass technical competence tests on all products
- Display an understanding and knowledge of the product and industry
- Meets FAIS Fit & Proper requirements as per legislation

Additional Skills

- Business Writing skills
- Negotiation skills
- Telephonic sales & Etiquette
- Confident communicator both over the phone and in writing
- Strong sales approach including negotiating, handling objections and closing a deal.
- The ability to resolve problems and disputes with clients and arrive at decisions which allow the business to move forward

Attributes

- Actively participate in team meetings and use your market knowledge to:
- Sell the products effectively
- Ability to work in team orientated environment and contribute in a positive manner
- Ability to work independently and self-managed
- Initiative and professional at all times
- Integrity, responsibility and accountability to be displayed during all times
- Ability to meet deadlines within time constraints
- Ability to be effective in a pressurized environment

Succession plan - Team Manager

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