



<b>Current Designation:</b>	Branch Manager		
<b>Department/Group:</b>	General/Life Insurance (All)		
<b>Location:</b>	Mumbai – Kandivali	<b>Position Type:</b>	Full-Time
<b>Reporting Relationship</b>			
<b>Reports to:</b>	Director	<b>Positions Supervised</b>	Operations Team – LI, GI, Back Office Team
<b>Internal Relation:</b>	Customer Service, Sales	<b>External Relations:</b>	Insurance Companies, Customers, Employees
<b>Mandatory Skills</b>			
<b>Behavioral</b>		<b>Functional</b>	
<ol style="list-style-type: none"> <li><b>Leadership:</b> Demonstrates the ability to inspire, guide, and lead a diverse team towards achieving business objectives</li> <li><b>Communication:</b> Strong verbal and written communication skills to effectively engage with internal teams, clients, and external stakeholders.</li> <li><b>Customer-Centric Approach:</b> Ensures the branch delivers clients and partners a seamless, high-quality experience.</li> <li><b>Decision-Making:</b> Proactively identifies issues and opportunities, making sound decisions that align with organizational goals.</li> <li><b>Conflict Resolution:</b> Resolves employee or client conflicts diplomatically, maintaining a positive branch environment.</li> <li><b>Adaptability:</b> Adjusts to changing industry trends and organizational priorities efficiently.</li> </ol>		<ol style="list-style-type: none"> <li><b>Business Development:</b> Proven expertise in identifying new opportunities, expanding client portfolios, and driving branch revenue growth.</li> <li><b>Operational Oversight:</b> Strong understanding of insurance operations, compliance, and regulatory requirements.</li> <li><b>Product Knowledge:</b> Comprehensive knowledge of insurance products (Life, General, Corporate, and Health Insurance).</li> <li><b>Risk Assessment:</b> Skilled in assessing risk factors and underwriting processes and recommending solutions to mitigate potential issues.</li> <li><b>Sales Management:</b> Expertise in planning and executing sales strategies, ensuring the branch meets or exceeds targets.</li> <li><b>Team Management:</b> Ability to mentor and motivate staff to achieve their best, fostering a high-performance culture.</li> </ol>	



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## Job Description

### Role and Responsibilities:

- Develop and implement strategies to grow the branch's business portfolio and revenue streams.
- Build and maintain relationships with clients, insurance companies, and key stakeholders.
- Monitor day-to-day operations to ensure efficiency and adherence to organizational guidelines
- Oversee the management of customer grievances and resolve them effectively.
- Drive sales targets for the branch and ensure team alignment with business objectives.
- Guide the sales team on cross-selling and up-selling techniques to maximize revenue
- Recruit, train, and mentor team members to achieve individual and team goals.
- Conduct regular performance reviews and provide constructive feedback for improvement.
- Ensure branch activities comply with all regulatory and company standards.
- Monitor risks associated with operations and implement mitigation strategies.
- Conduct regular client meetings to understand their insurance needs and provide tailored solutions.
- Represent the branch at industry events, seminars, and networking sessions to increase brand visibility.

### Education & Experience:

- Bachelor's degree in any discipline (preferred: Finance, Business, or Insurance).
- 8–10 years of experience in the insurance industry, with at least 2–3 years in a managerial role.



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