

Agents & Business Partnerships Sales Representative

Purpose

The **Agents & Business Partnerships Sales Representative** supports the growth and success of FinCorp by building and maintaining strong relationships with agents, business partners, and customers. This role focuses on achieving sales targets, delivering exceptional customer service, and supporting market expansion activities under the guidance of senior leadership. Key responsibilities include:

- **Sales and Business Growth:** Achieving individual sales targets by identifying opportunities, building relationships with agents and customers, and promoting FinCorp's products and services.
- **Relationship Building:** Establishing and maintaining strong connections with agents, business partners, and customers to foster trust and drive loyalty.
- **Market Engagement:** Actively participating in sales activities, leveraging leads, and contributing to market penetration strategies to support business growth.
- **Customer Service Excellence:** Ensuring high levels of customer satisfaction by understanding customer needs, resolving issues, and delivering a seamless service experience.
- **Operational Support:** Assisting with administrative and operational tasks to ensure the smooth processing of transactions and adherence to compliance requirements.
- **Collaboration and Communication:** Working closely with team members and senior leaders to align activities with business objectives and contribute to overall team success.
- **Commitment to Compliance:** Adhering to company policies and regulatory requirements while upholding FinCorp's values and standards.

Role Dimensions

- **Reports to:** Agents & Business Partnerships Team Leader
- **Department:** Distributions & Operations
- **Job Level:** O2 - Officer
- **Location:** Head Office, Port Moresby
- **Direct Reports:** None

Person Specifications

- Demonstrates the ability to meet and exceed sales target by building strong relationships with agents, business partners, and customers.
- Effectively establishes and nurtures relationships with internal and external stakeholders to drive loyalty and business growth.
- Flexibility to balance and meet operational demands including working outside core hours as required.
- Minimum Grade 12 secondary education with tertiary qualification preferred.

Core Competencies

- Maintains a professional attitude, strong ethical standards, and represents FinCorp with excellence in all interactions.
- Possesses clear and persuasive communication skills to engage with stakeholders and promote FinCorp's products and services.
- Action oriented, possesses a "can do" work ethic, and a customer first focus.
- Sound planning and organisational skills, possesses a "get it right first time" mindset.
- Take initiative to seek out new opportunities and adjusts to changes in processes or market demands with ease.
- Supports the team by resolving customer issues and collaborating effectively with colleagues and senior leaders to achieve goals.
- Understands and adheres to company policies and regulatory requirements, ensuring a compliant approach to sales and business activities

Leadership Competencies

- Priority setting and delegation as appropriate.
- Ability to facilitate training and upskilling of other staff.

Role Specific Areas of Responsibility

Sales Achievement

- Meet and exceed individual sales targets through proactive engagement with agents, business partners, and customers.
- Identify and pursue new sales opportunities to support business growth and market expansion.
- Collaborate with team members and senior leaders to achieve collective sales goals and contribute to team success.

Relationship Management	<ul style="list-style-type: none"> • Build and maintain strong relationships with agents, business partners, and customers to drive trust and long-term loyalty. • Serve as the primary point of contact for customers, providing timely and effective responses to inquiries and requests. • Support the development of strategic partnerships that enhance FinCorp's market presence.
Customer Service	<ul style="list-style-type: none"> • Ensure a high level of customer satisfaction by addressing customer needs and providing exceptional service. • Act as a liaison between customers and internal teams to ensure seamless handling of customer issues and inquiries. • Implement customer engagement strategies to build and retain business relationships.
Operations and Administration	<ul style="list-style-type: none"> • Assist with administrative tasks related to sales and business development, including data entry, reporting, and record-keeping. • Ensure timely and accurate processing of transactions to satisfy internal Service Level Agreements (SLAs) and customer expectations. • Support the preparation of sales presentations, reports, and other relevant documentation.
Market Engagement	<ul style="list-style-type: none"> • Participate in market activities, including networking events, industry forums, and sales campaigns to promote FinCorp's offerings. • Support team efforts to expand market reach by leveraging sales leads and referrals to drive business opportunities.
Collaboration and Communication	<ul style="list-style-type: none"> • Collaborate with internal departments, such as Risk & Compliance and Marketing, to ensure smooth coordination and efficient operations. • Communicate effectively with stakeholders, including agents, business partners, and team leaders, to ensure alignment with business objectives.
Risk & Compliance	<ul style="list-style-type: none"> • Adhere to company policies and regulatory standards, ensuring all sales activities and customer interactions are compliant. • Support the identification and resolution of potential risks, escalating issues when necessary to senior leadership.
Continuous Development	<ul style="list-style-type: none"> • Engage in training and development opportunities to build knowledge and enhance sales and customer relationship skills. • Seek feedback and mentorship from senior leaders to develop professionally and contribute more effectively to team objectives.