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VACANCY ANNOUNCEMENT



NICO Pension Services Ltd, a leading pension administration company, is looking for qualified and experienced candidates with a strong passion for excellence, to work in a highly demanding business environment in the positions of **Team Lead-Client Servicing, and Business Development Officer**.

The positions are tenable at NICO Pension Head Office in Blantyre and Lilongwe NICO Office, respectively.

1. Team Lead-Client Servicing

Reporting to the Head of Operations, the successful candidate will be responsible to implement and review the operations of the Client Servicing Hub. Key performance areas will include but not be limited to:

- Planning for Client Servicing Operations
- Department budget management and control
- NICO Pension Digital Channels Management
- Business Growth and Retention
- Client Servicing Management-resolution of queries, complaints, and requests within Service Level Agreements
- Regulatory Reporting, Risk, and Compliance Management

Job Competencies and Attributes

- Positive attitude and Creative thinking
- Good listening skills and empathetic
- High levels of confidentiality, flexibility, and adaptability
- Clear verbal and written communication
- Ability to prepare accurate reports
- Good analytical and problem-solving skills
- Good planning and or organizing skills
- Ability to manage and develop staff

Qualifications and Experience

- First University Degree in Business Administration, IT, Finance, Economics, Mathematics or Statistics.
- 2-4 years working experience in Client Servicing, Relationship Management, Marketing or Business Administration at supervisory level.

2. Business Development Officer

Reporting to the Branch Manager-Lilongwe, the successful candidate will be responsible for obtaining new business for Group Pension, Single Premium. The Key performance areas will include but not limited to:

- Business Development Planning
- Business Growth and Customer Acquisition
- Client Service and Support-quality customer onboarding and post sales service
- Market Research and Business Intelligence
- Reporting

Job Competencies and Attributes

- High levels of integrity
- Excellent analytical, problem solving, and management skills
- Effective verbal and written communication skills
- Good relationship management skills
- Ability to prepare accurate reports
- Ability to plan and organize in line with job requirements
- Exceptional negotiation and decision-making skills (where applicable).

Qualifications and Experience

- First Degree in Business Administration, Sales, Marketing, or its equivalent
- 2-4 years of experience in a Sales or Marketing role

All interested candidates should send their letters of application and curriculum vitae with three traceable referees to:

Human Resources and Administration Manager
NICO Pension Services Ltd
P.O. Box 1796
Blantyre.

Or Email: vacancies@nicopensions.mw

Closing date for receiving applications is **Friday, 9th June 2023**. Only shortlisted applicants will be acknowledged.

“NICO Pension Services Ltd is an equal opportunity employer”

Group Pension Scheme | Gratuity Scheme | Minors Trust

