

## Cluster Manager - IDFC First Bank

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Company: Tata AIA Life Insurance

Location: Nizamabad

Category: other-general

**JOB DESCRIPTION: Cluster MANAGER | IDFC BANCASSURANCE PARTNERSHIP A.**

**Position Overview** Position Title Cluster Manager Department IDFC First Level/ Band Manager

**Role Summary:** - Liase with Bank's Regional officers and Zonal Officers and ensure alignment on Life Insurance Business - Visit zones and regions - interact with Zonal Officers, Cluster Officers and Bank branch managers - Guide and support team to ensure achievement of targets - Interact with customers to explain the products and solutions - Ensure activation, persistency & productivity is maintained. - Ensure quality of recruits hired in the team - Maintain & drive compliance at the zone B. Organizational Relationships Reports To Zonal Manager Supervises KAM C. Job Dimensions Geographic Area Covered Cluster(s) Stakeholders Internal Supervisors, Team (KAMs), Ops, Underwriting, Legal External IDFC First bank – Channel Partner D. Key Result Areas Partner and Client Management • Exceeding regional targets (NB, renewal, STP, digitisation, product mix etc) • Interact with the Bank Regional Officer and his/her team to ensure alignment towards Tata AIA in life insurance • Engage with customers to explain the products and promote the brand • Ensure team is focused on Sales and support to all branches assigned. • Drive local contests and engagements to engage teams • Keep track of all contests and initiatives launched – bank, other insurers and Tata AIA Life • Maintain a strong relationship with Regional Officer and Bank Branch manager - interact with them regularly to assess business status. Take help from them to push & motivate them to maintain productivity • Managing the relationship between internal team and channel partner so as to foster sales for the company and maintain utmost levels of responsiveness to requirements from the Channel Partner • Aid the bank

branches to adopt new processes and technology Team Management • Assign target to each KAM at a branch level – NB, renewal, STP, resolutions, special projects/initiatives undertaken, product mix. • Ensure team is hands on with each branch and maintains a high engagement level with each member • Team development and training • Retention of high performing talent • Keep ZH and National Head updated about on – ground activities by Bank and competitors Customer service • Ensure adequate customer service – grievance redressal, claim settlement, renewal etc. E Skills Required Technical • Good product knowledge • Good knowledge of MS Office Behavioral Essential Desired Interpersonal skills • Communication skills • Creative thinking skills • Supervising / Leadership skills • Teamwork Skills • Influencing skills • Relationship Building skills • Decision making skills • F Incumbent Characteristics Essential Desired Qualification Graduation Post graduate/Insurance specific training Experience Should have at least 6-8 years' experience of sales with at least 2 years' experience in leading teams. Preferably needs to have rural Banca sales experience in the insurance parlance. CTC 8 to 12 lpa

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