



## **SONARWA LIFE - JOBS ADVERTISEMENT.**

SONARWA Life Assurance Company Limited (SONARWA LIFE) is a public limited liability company registered under the laws of Rwanda and licensed by the National Bank of Rwanda to transact the business of life assurance & pension management. The company is looking for competent & experienced people to take on different roles.

### **1. Senior Officer/Customer Relations.**

#### **Purpose of the Job.**

Constantly identify opportunities to grow the customer base and build positive relationships with existing and new clients, as well as finding solutions to problems to ensure maximum client satisfaction.

#### **Key Responsibilities.**

- Develop better ways to approach customers' or customers complaints, respond to queries from customers and provide thorough & speedy solutions.
- Ensure that the company's customer database is properly entered and can be easily accessed when required.
- Analyse customer information and needs to improve customer relationships.
- Analyse business processes improvement solutions to determine effectiveness.
- Analyse the prevalent trends, dynamics and market movements to grow business.
- Collaborate with stakeholders to grow relationships that assist in revenue generation.
- Facilitate adherence to customer service standard.
- Monitor lapses in delivery of life insurance products or services to customers.
- Ensure satisfaction of customer needs to the best possible way.
- Offers advice on the incorporation of technology in current and planned customer support strategies of the organization.

#### **Minimum Requirements.**

- Bachelor's Degree in in a business-related field, with a minimum of three (3) years' experience in customer relations in a business organization.
- Professional qualification in customer relations will be an added advantage.
- Having a Masters of Degree in any of the above-mentioned academic fields and experience will be an added advantage.
- Effective communication skills.
- Building relationships.
- Focuses on the Customers.
- Problems solving.
- Self-development.
- Developing others.
- High level/degree of creativity.
- Good knowledge about the use of computers.
- Ability to thrive effectively under pressure.

- Good problem solving and people skills.
- Any other duties as may be assigned by management.

## **2. Territorial Sales Officer/Eastern Province.**

### **Purpose of the Job.**

The purpose of the job is to promote retail sales of SONARWA Life products by acquiring new clients and providing more options to existing clients for continued business growth in the respective area of operation.

### **Key Responsibilities.**

- Achieving 100% sales targets assigned.
- Achieving 100% of customer retention targets.
- Achieving 100% customer satisfaction targets.
- Observe the turnaround time in delivering quality customer service.
- Timely attending to customer complaints
- Organizing preliminary data and submitting the accepted business to underwriting unit through the supervisor.
- Providing regular reports to the supervisor on matters regarding targets achieved, complaints handled, accepted business, and litigious proposals.
- Identify prospective retail clients through market research, analysis, and networking to ensure the achievement of set targets.
- Develop dynamic working relationships with retail customers to identify opportunities for cross selling, areas of growth and new business acquisition.
- Develop and maintain customer relationships through prompt resolution of issues and occasional customer visits.
- Performing other administrative tasks as may be assigned by the supervisor.

### **Minimum Requirements.**

- Bachelor's degree in insurance, Commerce, Business Administration, Business Management, or any other relevant field.
- A minimum of two (2) years of working experience related to retail sales in life insurance business.
- Excellent communication and presentation skills.
- Problem solving skills.
- Excellent interpersonal skills.
- Good negotiation skills.
- Good analytical skills.
- Computer literate in MS Office and other office applications.
- Understanding of the working environment /competitors.
- Technical competence in insurance.
- Basic knowledge of regulations.

### **3. IT Developer (Full stack Software Developer).**

#### **Purpose of the Job.**

As a software engineer you will be part of a dynamic team responsible for building new digital services for SONARWA Life customers – both internal and external. You will be involved in the development process from inception to production and beyond. You are a highly motivated individual, willing to learn and be part of organizational transformation journey.

#### **Key Responsibilities.**

- Participate in the design and architecture of new services.
- Own development of features or services.
- Participate in different team ceremonies – standup, planning, and retrospective sessions.
- Participate in code reviews.
- Contribute to the overall improvement of the software development and deployment processes – CI/CD.
- Any other duties as may be assigned by management.

#### **Required Experience.**

- 4+ years of experience in either or all:
  - Dotnet C# ecosystem
  - Node.JS, Javascript and Typescript development framework.
- Experience with Nextjs or Angular is highly regarded.
- API Design and development of web service technologies such as REST, or JSON.
- A mastery of understanding of design concepts, software development, and testing.
- Experience writing secure APIs.
- Must be very collaborative and enjoy working in a paired development environment where our communication within our team is critical to our success.
- Experience working with Agile Methodologies.
- Experience with Enterprise Architecture, Service Oriented and/or Micro Service Architecture.
- Understanding of Computer Science concepts including Data Structures, Methods, Number Systems, Algorithm Analysis, and Product Development Cycles.
- Experience with SQL and interactions with RDBMS.
- Communication is key to what we do. You need to be a collaborative engineer willing to partake in coding/programming sessions with fellow engineers.
- Ability to learn new programming languages.
- Excellent organizational skills.

#### **Education.**

- Bachelor's degree in computer science or any other related field.

**If you believe you fulfill all the requirements, please submit your application letter, latest CV, including three (3) referees, copies of degrees & certificates and copy of ID no later than 5<sup>th</sup> April 2024 to the following email address: [recruitment@sonarwalife.co.rw](mailto:recruitment@sonarwalife.co.rw)**

Only shortlisted candidates will be contacted for interviews.

**Done at Kigali on 27/03/2023.**