



JOB DESCRIPTION

COMPANY PROFILE: International Energy Insurance (IEI) Plc commenced business as Nigeria's first Energy-focused Insurance Company, experts in first class underwriting solutions for offshore and onshore risks, as well as general insurance business. The Company's security is backed by a consortium of local and foreign re-insurers led by African Reinsurance Corporation. We are licensed and regulated by the National Insurance Commission (NAICOM).

Website: <https://www.ieiplcng.com/>

JOB OVERVIEW

JOB TITLE Retail Unit Manager

**BUSINESS UNIT/
DEPARTMENT** Retail

LOCATION Lagos, Nigeria

**REPORTING
LINE** Head of Retail

JOB SUMMARY

The Retail Unit Manager (also serving as Branch Manager) oversees branch operations and manages a larger team, including Unit Heads and Retail Sales Executives. The role ensures compliance, operational efficiency, and achievement of branch performance targets.

DUTIES & RESPONSIBILITIES

- **Operational Oversight:**
 - Manage day-to-day branch operations for smooth functioning.
 - Enforce compliance with company policies and procedures.
- **Performance Optimization:**
 - Develop strategies to enhance branch performance.
 - Analyze KPIs and implement corrective actions.
- **Customer Experience:**
 - Ensure high-quality customer service and address feedback promptly.
- **Compliance & Security:**
 - Maintain regulatory compliance and implement security measures.
- **Reporting & Analysis:**
 - Provide regular performance reports and trend analysis to management.
- **Team Management & Recruitment:**
 - Recruit and supervise at least 1 Retail Unit Head and 10 Retail Sales Executives.

- Set targets and monitor team performance.
- **Training & Retention:**
 - Deliver training programs and implement retention strategies.

EDUCATIONAL QUALIFICATION & TRAINING

- Minimum of B.Sc. in any discipline.
- 7+ years of experience in branch or unit management (insurance/financial services preferred).
- Strong leadership, operational, and analytical skills.
- Excellent communication and problem-solving abilities

SKILLS & ABILITIES

- Strong leadership and team management skills with the ability to recruit, coach, and motivate high-performing teams
- Excellent operational management and compliance skills to ensure efficient branch operations and adherence to regulatory and company policies.
- Strong analytical and performance management skills with the ability to interpret KPIs, identify trends, and implement corrective actions.
- planning and execution skills to drive business growth and consistently achieve branch targets.
- Excellent customer service, relationship management, and conflict resolution skills.
- Effective communication, presentation, and stakeholder management skills.
- Strong problem-solving, decision-making, and risk management abilities.

Suitably qualified candidates are to send their applications with the job title as subject to recruitment@ieiplcng.com