

**The Barbados Association of Retired Persons (BARP) is a non-profit, non-governmental organization (NGO) which actively promotes the independence, dignity and purpose in life of its members, representing and expressing their views and concerns, and taking action to bring about change. BARP is seeking to fill the following positions:**

### **Business Development Officer**

**Role Summary:** The role of the Business Development Officer is pivotal. This position encompasses a drive for new membership via marketing strategies and the creation of long-term value for members and partners, thereby building relationships on trust and integrity in order to meet targets for retention and growth.

### **Key Responsibilities and Duties**

- Responsibility for specific marketing campaigns and projects, both internally and externally
- Actively seek opportunities and expand existing business, resulting in the recruitment and retention of partners
- Develop promotional opportunities and ideas from conception through to delivery
- Assist with the development and implementation of the Associations overall objectives
- Liaise with new and existing partners and manage current relationships
- Supervise the expansion of the Benefits and Discounts Directory, while expanding new concessionaires
- Oversee organization of events; trade shows, conferences, booking space and overseeing the design, setup and organization of stations
- Develop relationships with current key agencies to ensure the maximizing of business opportunities.
- Follow up new business opportunities
- Plan and prepare presentations
- Communicate new membership developments to prospective and existing partners
- Oversee the development of marketing literature
- Providing management with feedback
- Ensure that the Association is represented effectively in all website, online communication and in relevant social media.
- "Source sponsorship for events and activities and liaising with public relations

### **Qualifications, competencies and experience**

- BSc in Business Administration or a related area
- Three to five years experience in business development with a knowledge of marketing and sales
- Must possess strong marketing and customer service skills with demonstrated success in generating opportunities
- Ability to develop and maintain strong relationships with our members and partners
- Proficient use of Microsoft Office; Access, Excel, Word and Publisher

- Must possess a valid driver's license and transportation to meet all requirements of the position

## **Projects Coordinator**

**Role Summary:** The Project Coordinator oversees the planning, coordination, implementation and tracking of a specific short/long – term projects and activities being undertaken by BARP in line with the organisation goals and objectives.

### **Key Responsibilities and Duties**

#### **Project Planning and Implementation**

- Define the scope of projects in collaboration with senior management
- Design project plans for any initiative and allocate resources for each step in the plan
- Work with senior management and relevant stakeholders in developing schedule for project completion that effectively allocates the resources to the activities
- Arrange and manage team goals/project schedules/new information and keeps all material up-to-date
- Determine the objectives and measures upon which the project will be evaluated at its completion
- Work with corporate organizations, government and international agencies to develop policies in line with members need and vulnerabilities
- Ensure project aligns with set strategy and budget
- Coordinate and Execute the project according to the project plan

#### **Project Monitoring and Evaluation**

- Monitor the progress of the project and make adjustments as necessary to ensure the successful completion of the project
- Keep track of all project-related paperwork; ensure all needed materials are current and properly filed and stored
- Ensure that all financial records for the project are up to date
- Communicate with stakeholders as outlined in stakeholder agreements
- Prepare any financial reports and supporting documentation as required by senior management and project stakeholders
- Track and analyze project risks and recommend improvements
- Evaluate the outcomes of the project as established during the planning phase

#### **Qualifications, competencies and experience**

- Bachelor's degree in marketing, communications, business, administration, or related field.
- Previous experience in an administrative, marketing, or manager role
- Excellent written and verbal communication skills
- Superior computer skills; well-versed in Microsoft Office Suite, strong and thorough knowledge of Excel
- Able to work effectively under pressure
- Flexible and able to multitask on several different aspects of a project or on multiple projects
- Able to produce quality work with strict deadlines

## **Manager—Insurance**

**Role Summary:** The Insurance Manager is tasked with the prime responsibility of providing leadership in ensuring the sustainability of both the Group Health and Life Insurance Plans primarily by preventing premium leakage.

### **Key Responsibilities and Duties**

The management of:

- Premium collections from BARP members and
- Premium payments to the Insurance Consortium
- Reconciliation of both collections and payments to prevent premium leakage
- Monthly reports and member lists to substantiate payments to the Insurers
- Termination of coverage
- Adjustments
- Updates to core CRM

### **Qualifications, competencies and experience**

- A Bachelor's Degree in Accounting or Management
- Minimum of 5 year's experience in a Management position
- Minimum of three (3) years' experience working in an insurance or financial institution
- Proficient knowledge in QuickBooks and Microsoft Office Suite with emphasis on MS Excel
- Certificate in project management

## **Customer Service Representative—Insurance**

### **Key Responsibilities and Duties**

- Encourage and assist with new BARP membership and renewals
- Satisfactory explanation of the inclusion of the LIFE insurance as a benefit of BARP membership and therefore included in the fees
- Provide one-on-one consultations with BARP members on the importance of Health Insurance
- Facilitate discussion on affordability with BARP members who expect same. (Many members are concerned about a life time commitment on a fixed income given a very uncertain financial future).
- Detailed explanations of the terms and conditions regarding the schedule of benefits, particularly the deductibles and preventative care
- Provide information on policy exclusions
- Explain the criteria for eligibility and termination of coverage
- Explain the restrictions on overseas medical services coverage

- Explain the meaning of and reimbursement limitations concerning pre-existing conditions
- Advise on the management of prescription drugs etc given the severe limitation on reimbursement; Many BARP members are concerned about this limitation since many of them are on monthly (lifelong in some cases) prescriptions for NCDs
- Explain procedure for filing claims
- Provide assistance with filling out enrollment forms– both Life and Health, as well as BARP membership forms– with tolerance of those persons with sight and hearing challenges as well as forms phobia
- Witnessing the enrollment forms on behalf of BARP; checking for accuracy and compliance e.g. common law relationships, beneficiary etc
- Logging of insurance forms, adjustment requests, change forms, common-law relationship forms, credit application forms etc. prior to submission to CGMG
- Tracking responses re above and preparing report lists to assist in collection and group payment of premiums

### **Qualifications, competencies and experience**

- A Bachelor's Degree in Management Studies or Social Sciences
- Minimum of 3 years experience in Insurance, preferably Health and Life insurance
- Certificate of Proficiency from the Insurance Institute of Barbados
- Or completion of the Life underwriting course from the Barbados Association of Insurance and Financial Advisors
- Ability to confidently and courteously work with BARP's seniors showing tolerance and understanding

### **Receptionist**

**Role Summary:** The Receptionist is responsible for answering and disseminating calls to the appropriate person that can further assist the caller. The Receptionist will also provide administrative support to assigned officers in the form of typing correspondence, photocopying, collating and binding documents, as well as files and records when required to do so.

### **Key Responsibilities and Duties**

- Answering the telephone, screening and directing calls;
- Taking and distributing accurate messages;
- Providing accurate information to callers on BARP's programmes and events;
- Monitoring the answering service and forwarding message(s) to the appropriate personnel;
- Coordinating the messenger and courier services;
- Updating and maintaining internal staff contact list;
- Liaising with members regarding updates and reminders;
- Draft, type, mail, fax, and/ or email communications and correspondence

- Issue membership renewal notices via telephone, email, or other communication media; and
- Any other administrative duties as necessary .

**Qualifications, competencies and experience**

- An Associate Degree would be an asset
- Five CXC's
- Ability to operate a switchboard (multi-line phone system);
- Strong customer service orientation
- Computer literacy with proficiency in Microsoft Office applications
- Effective communication skills; both verbal and written
- Knowledge of administrative and clerical procedures