



Job Title: Country Head of Client Management

Location: Seychelles

About MUA

At MUA, we are committed to delivering excellence and innovation in the insurance and financial services industry across the region. As part of our ongoing transformation and growth strategy, we are strengthening our leadership structure in Seychelles.

We are currently recruiting a Country Head of Client Management, a key leadership role focused on enhancing customer experience, driving growth and building strong partnerships in one of the most dynamic markets in the Indian Ocean.

Your Mission

As Country Head of Client Management, you will be the lead ambassador of MUA Seychelles for clients, brokers, and business partners. You will oversee all aspects of client engagement and experience, while also contributing to strategic business development and commercial growth.

Key Responsibilities

- Lead and elevate the Client Management and Customer Experience function.
- Build and sustain relationships with Brokers, Corporate clients and other stakeholders.
- Identify and lead new business development initiatives to expand market reach.
- Ensure a seamless and efficient customer journey, aligned with MUA Group standards.
- Collaborate with Mauritius-based Group teams across underwriting, claims, reinsurance, and policy administration.
- Champion the use of Generative AI tools to drive operational excellence.
- Monitor SLAs and ensure timely, high-quality responses to client needs.
- Contribute annual performance planning and reporting with Group leadership.
- The role may evolve over time to include additional responsibilities that the Seychelles Management Committee deems relevant for the position as the Entity progresses.

Job Requirements

- Bachelor's degree in Finance, or a related field.
- Proven experience in corporate client management within the (re)insurance space.
- Exposure to international (re)insurance markets.
- Technically strong across diverse lines (Property, Marine, Aviation, Engineering,).
- Fluent in English (French and / or a third language is an advantage).
- Digitally literate, client-focused, and results-driven.
- Adaptable, collaborative and passionate about growing business through customer excellence.

The company reserves the right to call only the qualified candidates for the selection exercises.

Applications received after the closing date might not be considered.

The company also reserves the right not to proceed with the vacancies