



Job Ref. No. HRJIC403

Position: Claims Adjuster

Jubilee Insurance was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa in 1937. Jubilee Insurance has spread its sphere of influence throughout the region to become the largest Composite insurer in East Africa, handling Life, Pensions, General and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 450,000 clients. Jubilee Insurance has a network of offices in Kenya, Uganda, Tanzania, Burundi and Mauritius. It is the only ISO certified insurance group listed on the three East Africa stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange and Uganda Securities Exchange. Its regional offices are highly rated on leadership, quality and risk management and have been awarded an AA- in Kenya and Uganda, and an A+ in Tanzania. For more information, visit www.JubileeInsurance.com.

We currently have an exciting career opportunity for a **Claims Adjuster, General Department**.

Role Purpose

The job holder will be accountable for preparing non-motor and motor claims (from the registration stage to the settlement stage) and preparing monthly reports.

The post holder will report to the **Claims Manager, General Business Department** and will be based at Head Office.

Responsibilities

1. Registering and acknowledging claims from brokers/agents and direct clients
2. Ensuring claims to be processed have the required supporting documents
3. Processing claims and making recommendations for either settlement or repudiation
4. Preparing statistical reports for submission to the management
5. Minimizing costs on claims by in-house assessment of losses
6. Reserving and reviewing claim files in consultation with the Claims Manager
7. Attending to customers and addressing their concerns
8. Making risk improvement recommendations
9. Notifying underwriters on any critical underwriting matter that becomes apparent at the claims

Key Competencies

1. Visionary Leadership
2. Entrepreneur Spirit
3. Market Awareness
4. Customer Focus
5. Continuous Innovation
6. Ownership & Commitment
7. Team Spirit

Functional Skills

1. Policy processing
2. Financial risk identification and management

Qualifications

1. Bachelor's degree from a recognized University
2. Diploma in insurance(three(3) credits and above
3. Computer literacy

Relevant Experience

A minimum of three (3) years' experience in claims' adjusting from a reputable organization

**Applications to be sent to Recruitment@jubileekenya.com quoting the Job Reference Number and Designation given above
Before 25th June 2019.**

Only shortlisted candidates will be contacted.