



Job Ref. No. **HRJIC485**

Position: **Client Services Manager**

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 **Client Services Manager** reporting to the **General Manager, Retail Life & Pensions** and the position will be based in Nairobi.

Role Purpose

The position holder will be responsible for defining and overseeing the initiatives to improve customer satisfaction levels and loyalty and ensuring that the customers receive world class customer service experience.

Responsibilities

1. Identify and address process gaps and establish policies and procedures that produce high quality customer service delivery and that reflect industry best practices
2. Ensure that systems are in place and are utilized to capture and report on service metrics, including any customer feedback or trends in product or service issues for long term relationship building
3. Manage and ensure high quality and consistent customer services across all customer touch points to support and improve customer retention, customer satisfaction levels and loyalty
4. Create initiatives that maintain persistency at desired levels and ensure business retention
5. Develop innovative and creative solutions of service differentiation
6. Ensure customer complaints and issues are promptly and effectively resolved
7. Track and monitor service quality and TATs of the all customer services processes
8. Maintain and improve relationships with various partners supporting client service processes
9. Develop and continually enhance a comprehensive customer service strategy

Key Competencies

1. Customer focus
2. Excellent communication skills
3. Visionary Leadership
4. Entrepreneur Spirit
5. Market Awareness
6. Continuous Innovation
7. Ownership & Commitment
8. Team Spirit

Qualifications

1. Bachelor's Degree in a business related field
2. Knowledge in regulation governing the insurance industry

Relevant Experience

Minimum of Five (5) years' work experience in life office operations

Applications to be sent to Recruitment@jubileekenya.com quoting the Job Reference Number and Designation given above before 21st June 2019. Only shortlisted candidates will be contacted.