



Job Ref. No. **HRJIC496**

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 the position of a **Claims Adjuster**. The role reports to the **Claims Manager, General Department** and the position will be based in Nairobi.

Role Purpose:

The role is responsible for preparing non-motor and motor claims from registration to settlement, preparing monthly reports and maintaining high level of Corporate Image with emphasis on service delivery.

Responsibilities:

1. Registering and acknowledging claims from brokers/ agents and direct clients, and ensuring supporting documentation is complete
2. Processing claims and making recommendations for settlement or repudiation
3. Reserving and reviewing claim files in consultation with the Claims Manager
4. Compiling and producing statistical reports for submission to the management for decision-making
5. Minimizing costs on claims by in-house assessment of losses
6. Attending to customers and addressing issues raised
7. Recommending risk improvement measures
8. Notifying underwriters on any critical underwriting matter that becomes apparent at the claims stage

Functional Skills

1. Policy processing
2. Financial risk identification and management
3. Market Awareness
4. Customer Focus
5. Continuous Innovation
6. Ownership & Commitment
7. Team Spirit

Qualifications

1. Bachelor Degree (Business related field) from a recognized university
2. Knowledge in computer programming and standard software packages
3. Knowledge of legislation governing Retirement Benefits and Insurance in Kenya

Relevant Experience

Minimum of three (3) years' experience in insurance claims adjusting from a reputable organisation

Applications to be sent to Recruitment@jubileekenya.com quoting the Job Reference Number and Designation given above

before 21st May 2019

Only shortlisted candidates will be contacted.