



Job Ref. No. HRJIC511
Position: Client Services Officer

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 Officer**. The role reports to the **Client Services Manager**.

Role Purpose

The person will be responsible for ensuring continuous engagement of retail customers with an aim to conserve existing business and providing superior service to retail life and pensions clients in full compliance with the laid down procedures and guidelines as set out in the operations manuals.

Responsibilities

1. Develop and implement action plans and customer engagement activities aimed at improving client relationships and conservation of existing business
2. Provide analysis on different initiatives and identify opportunities to upsell to customer, cross sell and follow up leads for new business
3. Build strong business relationships with our existing clients. Maintain contact with clients through calls, emails, and arrange meetings to update them on product offers and ensure they are satisfied with received product/service
4. Monitor company performance against service level agreements and flagging potential issues
5. Collaborate with back office, sales and PR & marketing teams to implement action plans for the delivery of high quality client services and increased revenue for company
6. Provide superior personalized and professional service to walk in customers and ensure prompt resolution of client issues or complaints
7. Handle enquiries on and support different types of policy alterations and servicing on different types of products efficiently and effectively
8. Conduct business reviews to ensure clients are satisfied with their products and services
9. Prepare reports of job activities to management
10. Support business projects and ad hoc requirements when required

Key Competencies

1. Relationships building
2. Visionary Entrepreneurial Spirit
3. Market Awareness
4. Customer Focus
5. Continuous Innovation
6. Ownership & Commitment
7. Team Spirit
8. Strong interpersonal skills and an ability to build rapport with customers

Qualifications

1. Bachelor's Degree from a recognized university.
2. Knowledge in computer programming and standard software packages
3. Knowledge of legislation governing Life Insurance and Retirement Benefits in Kenya
4. Progress in professional qualification

Relevant Experience

Two years' experience in insurance and retirement benefits industry &/or progress in Actuarial professional exams

Applications to be sent to Recruitment@jubileekenya.com quoting the Job Reference Number and Designation given above before 22nd May 2019. Only shortlisted candidates will be contacted.