



Job Ref. No. HRJIC 515
Position: Customer Experience 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 **Customer Experience Manager** reporting to the **General Manager, Medical Business** and the position will be based in Nairobi.

Role Purpose

The position holder will be responsible for defining, overseeing and innovating Customer Experience initiatives in the medical business in order to improve customer satisfaction levels and loyalty and ensuring that 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/experience delivery and that reflect global industry best practices.
2. Ensure 100% compliance of customer experience platforms, systems and processes e.g. CRM, Help Monks.
3. Continuously map and improve on customer profiles and customer journeys across the medical business. Ensure adequate customer segmentation and appropriate journeys are in place.
4. Ensure that systems are in place and are utilized to capture and report on service metrics, including any customer feedback, trends in product or service issues for long term relationship building. Ensure continuous customer feedback mechanisms.
5. Monitor and track for high quality and consistent customer services across all customer touch points to support and improve customer retention, customer satisfaction levels and loyalty.
6. Ensure daily and weekly service reports are generated and shared with the relevant stakeholders to inform process changes and decision making in the medical business.
7. Create initiatives that maintain persistency at desired levels and ensure business retention of a minimum of 90%.
8. Develop innovative and creative solutions of service differentiation
9. Ensure customer complaints and issues are promptly and effectively resolved within the agreed TATs
10. Track and monitor service quality and TATs of the all customer services processes across all touchpoints
11. Ensure continuous training of the teams with regards to customer experience trends and value addition.
12. Maintain and improve relationships with various service related partners and stakeholder supporting client service processes/initiatives
13. Develop and continually enhance a comprehensive customer service strategy in line with the overall group customer experience strategy.
14. Continuously improve on the business NPS score

Key Competencies

1. Customer service management experience
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 three (3) years' work experience in medical insurance operations/customer service

Applications to be sent to Recruitment@jubileekenya.com quoting the Job Reference Number and Designation given above before 24th June 2019.
Only shortlisted candidates will be contacted.