



Job Ref. No. HRJIC599

Position: Junior Quality Assurance Officer

Jubilee Insurance was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa. 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 **Junior Quality Assurance Officer, Jubilee Health Insurance Limited**. The position holder will report to the **Assistant Quality Assurance Officer** and will be based at Head Office in Nairobi.

Role Purpose

Under general supervision, the role holder is responsible for performing intermediate and daily quality assurance reviews to ensure and report on the accuracy of claims processing end-to-end and other key business processes.

Main Responsibilities

1. Randomly audit claim transactions, including high value, declines and duplicate claims.
2. Determine error sources and accurate entry of registered and approved claims.
3. Ensure pricing arrangements have been applied accurately.
4. Attend and actively participate in Quality Assurance Team meetings.
5. Analyze claims supporting documents to establish liability.
6. Monitor and ensure that the key interfaces adhere to the set claims handling standards and escalate non-adherence to the management

Key Competencies

1. Detail-oriented with problem-solving abilities structural and conceptual thinking
2. Ability to handle detailed tasks and work with varying types of data.
3. Ability to maintain confidentiality.
4. A team player willing to learn, apply and improve Quality Assurance best practices consistently.

Qualifications

1. Diploma or a Bachelor's degree in any Health care related field.
2. Professional qualification in Insurance (ACII, AIIK) is an added advantage.

Relevant Experience

1. Knowledge of medical insurance claims processes and procedures.
2. Knowledge and experience in the insurance concepts & regulatory requirements.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 14th January 2021. Only shortlisted candidates will be contacted.