



Job Ref. No: JHIL103

Position: Manager – Customer Excellence

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 a **Manager – Customer Excellence** within **Jubilee Health Insurance Limited**. The position holder will report to the **Chief Operations Officer** and will be based at our Head Office in Nairobi.

Role Purpose

Leading and implementing strategies to enhance the customer experience, drive customer satisfaction, and improve overall service quality within Jubilee Health Insurance Limited. This role plays a crucial part in creating a customer-centric culture and ensuring the company delivers exceptional service to its customers.

Main Responsibilities

Strategic

1. Create a comprehensive strategy that places the customer at the centre of all activities and processes within Jubilee Health Insurance which should aim to improve customer satisfaction, retention, and loyalty.
2. Develop strategies to offer personalized experiences for customers and leverage digital platforms, mobile applications, and self-service options to provide seamless and convenient experiences for customers.
3. Establish and communicate clear customer service standards, guidelines, and best practices for consistent service excellence.
4. Lead and oversee initiatives aimed at improving customer service processes, workflows, and overall experience.
5. Map and analyse the end-to-end customer journey to identify pain points, gaps, and opportunities for improvement.

Operational

1. Monitor and ensure the quality of customer interactions across various touchpoints, including calls, emails, online platforms, and in-person interactions.
2. Analyze customer feedback, complaints, surveys, and sentiment to gain insights into customer preferences, pain points, and areas for improvement.
3. Establish key performance indicators (KPIs) to track customer satisfaction levels. Develop methodologies to measure and analyze customer feedback, including surveys, Net Promoter Score (NPS), and other relevant metrics. Use these insights to drive improvements in service delivery.
4. Collaborate with various departments, such as claims, underwriting, marketing, and operations, to ensure a consistent and seamless customer experience.
5. Utilize data analytics and market research to gain insights into customer behavior, preferences, and trends to inform decision-making.
6. Implement effective procedures for handling and resolving customer complaints and issues, ensuring timely and satisfactory outcomes.
7. Develop strategies and protocols for effective service recovery, ensuring that customers who have had negative experiences are engaged and retained.

8. Communicate customer experience strategies, initiatives, and outcomes to senior management, stakeholders, and internal teams.
9. Lead efforts to innovate and create customer-centric solutions that differentiate the organization in the market.

Corporate Governance

1. Stay updated on relevant laws, regulations, and industry standards that pertain to customer interactions and data privacy in the health insurance sector.
2. Identify and assess potential risks associated with customer interactions, service delivery, and data management. Implement risk mitigation strategies and controls to minimize risks, such as data breaches, customer complaints, or legal issues.
3. Establish and maintain internal control mechanisms to monitor and evaluate the effectiveness of customer excellence practices, policies, and procedures.
4. Provide regular reports and updates to the board of directors or executive management on key customer excellence initiatives, performance metrics, and compliance with relevant governance requirements.
5. Develop and deliver training programs to enhance employee awareness of corporate governance requirements, ethical standards, and regulatory compliance related to customer interactions.

Leadership & Culture

1. Provide training, leadership, direction, and guidance to the customer excellence team, promoting a collaborative and results-driven environment.
2. Serve as a role model for exceptional customer service and professionalism. Demonstrate a positive attitude, effective communication, and empathy in interactions with customers and colleagues.
3. Support the professional growth and development of team members within the Customer Excellence Team. Provide coaching, mentorship, and guidance to help them enhance their customer service skills and knowledge. Foster a collaborative and inclusive work environment.
4. Assist in setting clear performance expectations and goals for the team. Provide regular feedback, conduct performance evaluations, and recognize outstanding performance. Address performance issues proactively and provide support to help team members improve.
5. Assist in driving change initiatives within the Customer Excellence Team and the broader organization. Help team members adapt to changes and foster a culture of agility and continuous improvement.

Key Competencies

1. Strong leadership skills with the ability to inspire and motivate cross-functional teams.
2. Excellent strategic thinking and problem-solving abilities.
3. Exceptional interpersonal and communication skills to engage with stakeholders at all levels.
4. Proven track record in implementing successful customer experience strategies.
5. Strong analytical skills to gather and interpret customer data and insights.
6. Results-oriented mindset with a focus on continuous improvement.
7. Ability to navigate and drive change in a complex organizational environment.
8. Deep understanding of insurance industry dynamics and customer needs.
9. Strong customer advocacy and empathy.

Qualifications

1. A bachelor's degree in business administration, marketing, or a related field is typically required for this role.
2. Certification in customer experience or marketing

Relevant Experience

1. 8+ years in customer experience, customer service, or related field
2. Proven track record of designing and implementing successful customer experience strategies

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 2nd January 2024

Only shortlisted candidates will be contacted.