



Job Ref. No. **JLIL205**

Position: **Customer Service 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 **Customer Service Officer, Jubilee Life Insurance Limited**. The position holder will report to the **Team Leader- Client Services** and will be based at Head Office in Nairobi.

Role Purpose

The role holder interacts with Jubilee Life customers to provide them with information to address inquiries regarding products and services. In addition, they deal with and help resolve any customer complaints and implement initiatives to improve customer satisfaction levels and loyalty, while ensuring that the customers receive world class customer service experience.

Main Responsibilities

Operational

1. Greet and welcome clients visiting the office, providing a warm and friendly environment.
2. Ensuring customer inquiries and complaints are promptly and effectively resolved within the required turnaround time.
3. Interacting with the clients as the first point of contact between the company and the customers at service centre.
4. Selling additional products by recognizing opportunities to cross-sell or up-sell new benefits.
5. Identifying and escalating complex customer issues to the appropriate departments for resolution.
6. Collaborating with team members and other departments to resolve customer problems effectively.
7. Contributing to team effort by accomplishing related results as needed.
8. Listen to clients' inquiries, concerns, and requests, and provide accurate and timely responses.
9. Assist clients with policy-related questions, claims inquiries, premium payments, and general policy servicing.
10. Process policy changes, endorsements, and cancellations accurately and efficiently.
11. Update client information and policy details in the database.
12. Collaborate with internal departments, such as underwriting and claims, to ensure smooth policy administration and customer satisfaction.
13. Build and maintain strong relationships with clients, fostering trust and loyalty.
14. Identify and address client needs, offering suitable solutions and assistance.
15. Follow up with clients to ensure their satisfaction and resolve any outstanding issues.
16. Maintain accurate and up-to-date client records, ensuring confidentiality and data protection.
17. Prepare and distribute necessary documentation, such as policy documents, renewal notices, and payment receipts.

18. Handle client correspondence via email, mail, or other communication channels.
19. Investigate and resolve client complaints or issues promptly and effectively.
20. Escalate complex or unresolved issues to the appropriate departments for further action.
21. Keep detailed records of client interactions, inquiries, and issue resolutions.

Corporate Governance

1. Compliance: Stay updated with insurance regulations and underwriting best practices to ensure compliance with industry standards
2. Adherence to the laws and regulations of Kenya, the policies and regulations within the insurance industry and all internal company policies and procedures.
3. Ensuring compliance with applicable statutory and regulatory requirements and establishing mitigation measures against emerging business risks.
4. Compliance: Stay updated with insurance regulations and underwriting best practices to ensure compliance with industry standards.
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Culture

1. Fostering a corporate culture that promotes ethical practices and good corporate citizenship while maintaining a conducive work environment.
2. Collaborate with cross-functional teams to develop initiatives that promote a positive and inclusive company culture.
3. Individualized Development Planning: Create personalized development plans that align with your career aspirations and the organization's objectives.

Key Competencies

1. Customer Service: Ability to provide excellent service and resolve customer inquiries and complaints.
2. Communication: Strong verbal and written communication skills to interact with customers and agents effectively.
3. Problem-solving: Aptitude for identifying and resolving customer issues by providing suitable solutions.
4. Active Listening: Ability to listen attentively to customers and understand their needs.
5. Adaptability: Flexibility to handle various customer situations and adapt to changing priorities.
6. Attention to Detail: Thoroughness in maintaining accurate customer records and analyzing information.
7. Teamwork: Collaborative mindset to work effectively with colleagues and support team objectives.
8. Empathy: Ability to understand and empathize with customers' concerns and provide appropriate support.

Qualifications

1. Bachelor's degree in Insurance, Finance, Business or any other related course.
2. Diploma in Insurance will be an added advantage.

Relevant Experience

- Minimum 1-2 years' experience in a similar role.
- Experience in effectively resolving customer inquiries and complaints.
- Familiarity with insurance or financial products and services is advantageous.

**If you are qualified and seeking an exciting new challenge,
please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 19th February 2024.
Only shortlisted candidates will be contacted.**