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**Job Ref. No: JHIL115**

**Position: Relationship Manager – SME Health**

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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](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for a **Relationship Manager – SME Health** within **Jubilee Health Insurance Limited**. The position holder will report to the **Head of Retail Products** and will be based at our Head Office in Nairobi.

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#### **Role Purpose**

The job holder will be accountable for retention of existing business, replacement of lost business, new business, profitability, all to the targets set by maintaining and growing the relationship with the clients and intermediaries through the provision of excellent Customer Experience.

#### **Main Responsibilities**

1. Contribute to the growth of the portfolio (topline) to the set annual targets through: -
  - Renewal and organic growth of overall portfolio
  - Replacement of lost existing business
  - New business is brought in directly or through intermediaries supported.
2. Work to meet margins on various parameters as set annual by: -
  - Ensure net claims ratio set is not exceeded.
  - Cost controls are put in place for adverse performance schemes.
  - Proactively manage and reduce costs relating to your role and within the team.
  - Support on undertakings and premium collection.
  - Monitoring and evaluating service and compliance parameters.
3. Ensure that an unexpected, impressive level of customer service is provided to meet and exceed all expectations through: -
  - Monitoring the comprehensive annual customer touch point and ensuring records are maintained to support the same.
  - All issues are recorded on the CRM and dealt with promptly and proactively. Continuous innovation to meet and exceed customer's needs.
  - Work with in-house teams/managers to ensure that support is provided in delivering within TAT's set/SLAs in place as the minimum standard but strive to deliver beyond expectations.
  - Product and process training to clients/intermediaries as may be required.
4. Adhere to all the processes, procedures and controls set within the department on various parameters relating to your role and deliverables.
5. Demonstrate Teamwork/spirit and continued personal development: -
  - Back up sector team members as allocated and share skills/knowledge and experience.
  - Participate and contribute to non-core responsibilities to gain all round knowledge of JHL.
  - Attending training, seminars, works as directed by Management.

**Key Competencies**

1. Health Benefits Plan & Portfolio Management
2. Sales and Customer Service
3. Strong IT Skills and database administration
4. Presentation and public speaking skills
5. High level of professionalism

**Qualifications**

1. A bachelor's degree in a Business-related course
2. ACII or AIIK insurance qualification
3. Professional Training qualification will be an added advantage.
4. Proficient in the use of Microsoft Office Suite and packages

**Relevant Experience**

At least 5 years of experience within the insurance industry.

**If you are qualified and seeking an exciting new challenge, please apply via [Recruitment@jubileekenya.com](mailto:Recruitment@jubileekenya.com) quoting the Job Reference Number and Position by 20<sup>th</sup> March 2024**

**Only shortlisted candidates will be contacted.**