



Job Ref. No: JHIL104

Position: Care Executives (Talent pipeline for future opportunities)

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're excited to invite talented professionals to join our talent pipeline for future opportunities within **Jubilee Health Insurance Limited**. We are looking to build a pool of candidates for future roles in the **Care Excellence team**.

Role Purpose

The job holder will handle inquiries from intermediaries, customers, and providers by understanding their needs, addressing their questions, resolving issues, and fulfilling requests. The role holder is expected to provide excellent service in all customer interactions and create memorable experiences.

Main Responsibilities

1. Delivery exceptional customer experience in all interactions on call and email by maintaining highest level of professionalism.
2. Manage urgent or critical cases promptly, coordinating immediate interventions and connecting with emergency services as needed.
3. Issuing preauthorization approvals for all outpatient, dental, optical, and inpatient cases.
4. Keep a clear complaint tracker and ensure timely resolution of all complaints and escalations.
5. Respond to potential/existing customer and intermediaries' inquiries by providing and/or clarifying with the desired information.
6. Identify appropriate specialists, services, or community resources that can contribute to the member's overall health and well-being.
7. Resolves complaints by clarifying issues and exploring answers and alternative solutions, implementing solutions, and escalating unresolved complaints.
8. Evaluate the healthcare needs, history, and current condition of members to develop a clear understanding of their healthcare requirements.
9. Ensure strict process compliance in line with the business lines objective.
10. Selling additional products by recognizing opportunities to cross-sell or up-sell new benefits.
11. Maintain and improve quality results by adhering to standards and guidelines, recommending improved procedures.
12. Generate reports on the various engagements and feedback collected. Contribute to quality improvement initiatives by providing insights and feedback to enhance care processes and outcomes.
13. Collaborate with dental professionals, specialists, and providers to coordinate and facilitate comprehensive dental care for insured members.
14. Review all treatment plans, ensuring they align with medical guidelines, member needs, and insurance coverage.
15. Engage with insured members to explain treatment options, address concerns, and support them throughout their healthcare journey.
16. Identify appropriate specialists, services, or community resources that can contribute to the member's overall health and well-being.

Key Competencies

1. Empathy skills
2. Listening skills
3. Verbal communication
4. Attention to detail.
5. Good Interpersonal relationships
6. Ability to multi-task
7. Proficiency in optical terminology and eyecare processes.
8. Proficiency in dental data analysis and interpretation.
9. Proficiency in medical terminology.

Qualifications

1. Graduate from a recognized university or hold a diploma in nursing from a recognized medical teaching institution.
2. Proficient in the use of Microsoft Office suite and packages

Relevant Experience

1. Minimum of 1 year experience in a Call Centre environment.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 5th May 2024

Only shortlisted candidates will be contacted.