



**Job Ref. No. JAML031**

**Position: Assistant Manager, Customer Experience**

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Jubilee Asset Management Limited (JAML) is a premier asset manager that offers differentiated investment products and solutions across core assets, alternative assets and across all market cycles. Our clients include institutions, high net worth individuals (HNWI) and retail clients. Our differentiated investments products and solutions include Insurance Fund Management, [Segregated Portfolio Management](#), [Unit Trusts](#), Alternative Investments, Offshore Investments and Structured Investment Products. For more information, visit <https://jubileeinsurance.com/ke/asset-management/>.

We currently have an exciting career opportunity for **Assistant Manager, Customer Experience** within **Jubilee Asset Management Limited**. The position holder will report to the **Manager – Fund Services** and will be based at the Head Office in Nairobi.

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### **Role Purpose**

The role holder is responsible for leading and executing strategies that enhance customer satisfaction, improve the customer journey, and foster loyalty within the Asset Management Company. This role focuses on analysing customer feedback, optimizing interactions across various touchpoints, and aligning customer experience efforts with the organization's business objectives. The role holder will also collaborate across departments, develop service standards, and implement initiatives that cultivate a customer-centric culture, ensuring exceptional service delivery at every step.

### **Strategy**

- Develop and implement a comprehensive customer experience strategy aligned with the company's asset management goals.
- Design and oversee quality assurance frameworks that support long-term business sustainability.
- Drive strategic customer-focused initiatives to improve service offerings and enhance client relationships.
- Utilize data analytics to track customer satisfaction trends and make informed strategic decisions.
- Identify opportunities for service innovation and suggest process improvements to increase customer retention.
- Contribute to the company's strategic plans by embedding customer-centric perspectives.

### **Operational**

- Oversee the day-to-day customer service operations within our service centers and branches, ensuring responsiveness and issue resolution.
- Develop and execute customer retention and loyalty initiatives that deepen client relationships, increase satisfaction, and reduce churn.
- Work closely with the marketing team to design programs that reward long-term customers, promote cross-selling opportunities, and generate positive referrals.

- Monitor and optimize loyalty programs to maximize their impact on customer retention and long-term engagement.
- Implement and monitor customer satisfaction surveys and feedback mechanisms.
- Establish key performance indicators (KPIs) for both customer experience and quality assurance processes.
- Coordinate customer onboarding and communication processes to ensure consistency and quality.
- Manage a cross-functional team that supports customer experience and quality assurance activities.
- Ensure adherence to regulatory and compliance standards in customer service and operational quality.
- Develop and enforce standard operating procedures (SOPs) for quality and customer service.
- Conduct audits and assessments to measure operational quality and identify areas for improvement.
- Facilitate training programs for staff on best practices for customer engagement and service excellence.
- Report on key customer experience and quality metrics to senior management on a regular basis.
- Oversee the implementation and adherence to the company's Treating Customers Fairly (TCF) framework, ensuring that all customer interactions are transparent, ethical, and fair.
- Lead the management of customer complaints, ensuring a robust complaint resolution process that addresses issues effectively and maintains customer trust.
- Ensure that complaint management policies are followed rigorously, and that corrective actions are implemented when necessary to prevent recurrence.
- Lead initiatives that enhance digital customer experiences within the company's product offering.
- Create and manage a strategic roadmap for customer engagement and service quality.
- Monitor competitive market practices and trends to refine customer experience initiatives.

### **Corporate Governance**

- Adhere to regulatory requirements and internal policies, ensuring compliance in all aspects of Asset Management.
- Implement and uphold robust data protection and privacy practices, safeguarding customer information and ensuring confidentiality.
- Participate in audits and internal control assessments, addressing any identified gaps or issues promptly.
- Compliance: Stay updated with insurance regulations and best practices to ensure compliance with industry standards
- Adherence to the laws and regulations of Kenya, the policies and regulations within the financial services industry and all internal company policies and procedures.
- Ensuring compliance with applicable statutory and regulatory requirements and establishing mitigation measures against emerging business risks.

### **Leadership & Culture**

- Building the team capabilities and ensuring adequate succession planning within the department
- Fostering a corporate culture that promotes ethical practices and good corporate citizenship while maintaining a conducive work environment.
- Collaborate with cross-functional teams to develop initiatives that promote a positive and inclusive company culture.
- Individualized Development Planning: Create personalized development plans that align with your career aspirations and the organization's objectives.
- Conduct regular performance evaluations, set goals, and provide constructive feedback to team members.
- Identify training and development needs based on performance gaps and take appropriate action.

## **Key Competencies**

- Customer-focused: A deep understanding of customer needs and a relentless focus on improving the customer journey.
- Leadership: Strong ability to lead, motivate, and influence cross-functional teams to deliver a superior customer experience.
- Communication: Exceptional interpersonal and communication skills, capable of engaging with customers, staff, and senior management.
- Problem-solving: Adept at identifying issues and implementing creative solutions that enhance customer satisfaction.
- Technological proficiency: Familiarity with CRM systems, customer service platforms, and data analytics tools.
- Project management: Excellent organizational and project management skills to oversee multiple initiatives simultaneously

## **Qualifications**

- Bachelor's degree in Marketing, Customer Experience, Business Administration, Finance, or a related field.
- Post-Graduate qualification in Customer Experience Management, Quality Assurance, or relevant fields (preferred).
- Professional certifications in Project Management, Six Sigma, or Quality Assurance (advantageous).

## **Relevant Experience**

- At least 5-7 years of experience in customer experience and quality assurance within the financial services or asset management industry.
- Proven track record in managing customer service teams and implementing quality frameworks.
- Experience in overseeing operational processes and driving customer engagement initiatives.
- Prior exposure to regulatory requirements related to financial services and customer data protection.

**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 8<sup>th</sup> October 2024.  
Only shortlisted candidates will be contacted.**