



Job Ref. No. JAML035

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 1.9 million 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** within **Jubilee Asset Management Limited**. The position holder will report to the **Assistant Manager, Customer Experience** and will be based at the Head Office in Nairobi.

Role Purpose

The role holder interacts with Jubilee Asset Management customers to provide them with information, address inquiries regarding products, processes, 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.

Main Responsibilities

1. The role is accountable for day-to-day communication to clients on product promotion, client engagements initiatives, marketing campaign
2. Contacting clients with unfunded account and deliver the expected target
3. The role will execute seamless suspense management process and provide proper documentation for audit purposes
4. Collaborating with internal teams such as portfolio managers, investment analysts, Business Development, Risk and compliance officers to ensure accurate and timely execution of investment transactions.
5. Risk identification and mitigation within the function
6. Maintaining accurate and up-to-date records of investment transactions, investor subscriptions, uncleared funds and daily update of ageing report.
7. Assisting in the coordination of fund audits and regulatory inspections.
8. Maintain accurate and up-to-date client records, ensuring confidentiality and data protection.

Corporate Governance

1. Compliance: Stay updated with investments, Fund management, CIS, CBK, and RBA regulations and customer services best practices to ensure compliance with industry standards
2. Adherence to the laws and regulations of Kenya, the policies and regulations within the Finance 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.

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 empathise with customers' concerns and provide appropriate support.

Qualifications

1. Bachelor's degree in Finance, Business or any other related course.
2. Customer service training and/or certification

Relevant Experience

1. Minimum 2 years' experience in a similar role.
2. Experience in effectively resolving customer inquiries and complaints.
3. Experience in investments, Fund Management or financial products and services

**If you are qualified and seeking an exciting new challenge,
please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 8th October 2024.**

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.