



Job Ref. No: JLIL 284

Position: Quality Assurance Analyst

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 a **Quality Assurance Analyst** within **Jubilee Life Insurance Limited**. The position holder will report to the **Head – Customer Excellence** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will ensure the delivery of superior customer experience by monitoring, evaluating, and enhancing service quality across customer touchpoints, processes, and interactions. The role holder will also aim to drive continuous improvement in customer satisfaction and operational efficiency by leveraging data-driven insights and best practices.

Main Responsibilities

1. Strategy

- Customer Experience Standards. Define, implement, and periodically review customer experience benchmarks to ensure consistency and excellence.
- Touchpoint Optimization. Develop strategies to enhance the quality of interactions across all touchpoints, ensuring alignment with organizational objectives.
- NPS Monitoring. Translate Net Promoter Score (NPS) insights into actionable strategies to drive improvements in customer satisfaction and loyalty.
- Process Improvement. Identify and recommend systemic changes to improve the overall customer journey and align it with best practices.
- CX Opportunities. Collaborate with stakeholders to identify and implement initiatives that enhance customer experience.

2. Operational

- Conduct quality assurance audits, including call and service calibrations, to assess and improve performance across all customer-facing touchpoints.
- Analyze customer feedback, NPS data, and service performance to identify trends, recurring issues, and improvement areas.
- Deliver gap analyses and coaching recommendations to frontline teams, ensuring alignment with CX standards.
- Conduct customer immersions and gather actionable insights to refine customer experience strategies.
- Monitor and evaluate the end-to-end customer journey to recommend and implement process improvements.
- Develop and deliver CX training programs to strengthen frontline capabilities in delivering exceptional service.
- Collaborate with cross-functional teams to uphold the organization's customer excellence mission and ensure alignment of processes with QA insights.
- Prepare and communicate detailed reports on quality performance, customer feedback, and improvement initiatives to management and stakeholders.

- Lead the calibration process to ensure consistency in scoring quality assessments.
- Cascade CX standards and best practices across the organization to embed a culture of customer excellence.

3. Corporate Governance

- Adhere to and ensure compliance with internal policies, industry regulations, and best practices in quality assurance.
- Maintain the highest levels of objectivity and integrity in quality assessments and reporting.
- Support audits by providing accurate and timely documentation of processes and outcomes.
- Identify risks associated with service delivery and propose mitigative measures to safeguard customer satisfaction.

4. Leadership & Culture

- Lead and manage a team, providing guidance, coaching, and performance feedback.
- 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

- Strong understanding of life insurance products, services, and processes.
- Proficiency in customer experience mapping, design thinking, and quality assurance methodologies.
- Exceptional communication, interpersonal, and negotiation skills.
- Ability to collaborate effectively in cross-functional teams and influence outcomes.
- Analytical mindset with attention to detail and strong problem-solving abilities.
- Agile and adaptive mindset with the ability to work under pressure and meet strict deadlines.

Academic Background & Relevant Qualifications

- Bachelor's degree in Insurance, Finance, Business or any other related course.
- Diploma in Insurance.
- Certifications in QA methodologies, customer experience, or design thinking are an added advantage.
- Minimum of 5 years in call center and service center operations, with a focus on quality assurance and customer experience.
- Proven track record in analysing customer feedback and implementing impactful process improvements.
- Experience in driving customer excellence initiatives in the insurance industry is preferred.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekeny.com quoting the Job Reference Number and Position by 10th January 2025. Only shortlisted candidates will be contacted.