



Job Ref. No: JHIL141

Position: Junior Care Executive

Jubilee Insurance was established in August 1937 as the first locally incorporated insurance company based in Mombasa. Over the years, Jubilee Insurance has expanded its reach throughout the region, becoming the largest composite insurer in East Africa, offering Life, Pensions, General, and Medical Insurance. With a client base of over 1.9 million, Jubilee stands as the number one insurer in East Africa. We operate a network of offices in Kenya, Uganda, Tanzania, and Burundi, and we are the only ISO-certified insurance group listed on the three East African stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange, and Uganda Securities Exchange. For more information, visit www.JubileeInsurance.com.

We currently have an exciting career opportunity for a **Junior Care Executive** within Jubilee Health Insurance Limited. The position holder will report to the **Assistant Manager, Care Center** and will be based at our Head Office in Nairobi.

Role Purpose

The primary purpose of the Care Executive is to assist customers with their medical insurance inquiries and providing exceptional service. The Care Executive will be responsible for addressing customer concerns, explaining policy details and ensuring a positive customer experience.

Key Responsibilities

1. Review and process preauthorization requests for medical procedures and treatments.
2. Communicate preauthorization decisions to healthcare providers and policyholders.
3. Ensure compliance with preauthorization policies and guidelines.
4. Respond to customer inquiries related to medical insurance policies, claims, and coverage.
5. Provide accurate information about benefits, eligibility, and claim status.
6. Assist customers in navigating and understanding insurance documents and policy terms.
7. Assist customers in making informed decisions about their insurance coverage based on their individual needs.
8. Investigate and resolve customer complaints or concerns promptly and effectively.
9. Collaborate with relevant departments to escalate and resolve complex issues.
10. Maintain clear and concise communication with customers through various channels, including phone, email.
11. Ensure a high level of professionalism and empathy in all interactions.

Key Skills and Competencies

1. Conflict resolution and negotiation skills.



2. Proficiency in relevant software tools and case management systems.
3. Effective communication and interpersonal skills.
4. Strategic decision-making prowess.
5. Thorough understanding of healthcare regulations and insurance practices.
6. Clinical knowledge and medical expertise.

Academic & Professional Qualifications

Bachelor's degree or a Diploma in a Medical field

Relevant Experience

A minimum of one (1) year of relevant working experience.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 31st December 2024
Only shortlisted candidates will be contacted.