

**Job Ref. No: JHIL 155**

**Position: Business Development Officer-Emerging Market**

**Employment Terms: Fixed Term Contract**

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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](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for a **Business Development Officer-Emerging Market** within **Jubilee Health Insurance Limited**. The position holder will report to the **General Manager, Corporate Strategic Partnerships & IPMI** and will be based at our Head Office in Nairobi.

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### **Role Purpose**

The job holder will be responsible for the delivery of Health Insurance Bancassurance business performance through effective selling, excellent customer service and execution of operational services to the emerging customers portfolio.

### **Main Responsibilities**

#### **Operational**

1. Drive sustainable growth of the assigned portfolio to achieve the set business target.
2. Effectively create new client relationships and partnerships whilst ensuring the retention of existing business relationships through high standards of customer service.
3. Execution of day-to-day Insurance operations which entails Quotations, New customer acquisition as well as follow up on renewals.
4. Maintain accurate records and reports on all Insurance transactions.
5. Maintain a consistent pipeline of Health Insurance Clients and prospects.
6. Champion the delivery of consistent, seamless, and trusted customer service to ensure customer retention and loyalty.
7. Ensure customer enquiries are resolved promptly as per laid down policies and procedures.
8. Champion Insurance products training across the distribution channels to sensitize customers on insurance products.
9. Participate in Insurance Sales activation programs, member education and health camps
10. Daily reporting of business performance as per Key Performance Indicators Matrixes.

#### **Corporate Governance**

1. Ensure compliance with companies' policies, procedures, and regulatory requirements.
2. Adhere to industry best practices and uphold ethical standards in business development.
3. Ensure accurate documentation and reporting for audit and regulatory purposes.
4. Champion insurance product training to educate customers and enhance compliance.
5. Implement and monitor risk management measures to mitigate business risks.

#### **Leadership & Culture**

1. Lead by example in maintaining high standards of customer service and professionalism.
2. Drive innovation in business development strategies for emerging markets.
3. Uphold company values and advocate for ethical business practices.
4. Contribute to a learning culture by actively participating in training programs and knowledge sharing.

**Key skills and Competencies**

1. Strong ability to drive new business acquisition and market expansion.
2. Deep understanding of health insurance products.
3. Ability to analyze market trends, competitor activities, and customer needs to inform business strategies.
4. Strong interpersonal and communication skills to engage and maintain relationships with clients, intermediaries, and partners.
5. Strong problem-solving skills to develop innovative solutions for different client needs.

**Key Performance Indicators**

1. Customer Retention & Engagement
2. Market Expansion & Partnerships
3. Revenue Growth & New Business Acquisition
4. Sales Pipeline & Performance Metrics

**Academic and Professional Qualifications**

1. A Degree in a Business-Related field or it's equivalent.
2. CII Diploma or any insurance related qualification is an added advantage.

**Relevant Experience**

1. At least 4 years' experience in the Sales of health Insurance products preferably within the insurance industry.
2. Knowledge of Health Insurance.
3. Experience in Bancassurance will be an added advantage.

**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 27<sup>th</sup> February 2025. Only shortlisted candidates will be contacted.**