



Job Ref. No: JHIL157

Position: Relationship Manager, Corporate Retention

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 **Relationship Manager, Corporate Retention**, within Jubilee Health Insurance Limited. The position holder will report to the **Head of Business Retention** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will be responsible for managing and retaining a portfolio of health insurance clients. Primary responsibilities will include executing strategies to retain existing medical insurance clients, ensuring exceptional client experiences, and driving customer loyalty.

Key Responsibilities

1. Strategy

- I. Develop and execute comprehensive strategies to retain existing health insurance clients. Build and maintain strong relationships with key clients, understanding their needs, and proactively addressing any concerns or issues that may arise.
- II. Cultivate strong relationships with key decision-makers within client organizations. Understand their business objectives, industry challenges, and market trends to position health insurance solutions effectively.
- III. Analyze client retention rates, identify trends, and implement strategies to improve retention. Use data-driven insights to identify opportunities for proactive engagement and enhance the client experience.
- IV. Stay updated on industry trends, competitor activities, and regulatory changes impacting the health insurance landscape. Utilize market insights to identify opportunities for product enhancements, service improvements, and customer retention strategies.
- V. Identify opportunities to cross-sell and upsell additional health insurance products and services to existing clients. Collaborate with sales and marketing teams to leverage these opportunities and drive revenue growth.



2. Operational

- I. Serve as the main point of contact for assigned clients, ensuring their ongoing satisfaction with their health insurance coverage. Conduct regular check-ins, provide support, and offer tailored solutions to meet their evolving needs.
- II. Monitor and measure client satisfaction levels through surveys, feedback, and regular interactions. Implement initiatives to continuously improve client satisfaction, address any gaps, and exceed client expectations.
- III. Manage the contract renewal process for assigned clients, ensuring timely and accurate renewals. Work closely with underwriting and pricing teams to negotiate competitive terms and secure client loyalty.
- IV. Serve as an advocate for clients within the organization, representing their interests and ensuring their voice is heard. Collaborate with cross-functional teams to address client requests, resolve issues, and deliver exceptional customer service.
- V. Prepare regular reports and presentations on client retention metrics, progress, and performance. Provide insights to senior management, highlighting successes, challenges, and recommendations for improvement.

3. Corporate Governance

- I. Ensure adherence to regulatory requirements and organizational policies during the renewal process. Work closely with underwriting and pricing teams to align with compliance standards.
- II. Stay informed on regulatory changes impacting the health insurance landscape to ensure compliance with industry standards and laws.

4. Leadership & Culture

- I. Build and maintain positive relationships with brokers, clients, and other internal and external stakeholders, providing exceptional customer service.

Key Skills and Competencies

1. Exceptional customer service and relationship management skills
2. Stakeholder Management skills
3. Contract and Policy Interpretation
4. Business Acumen
5. Strong negotiation and problem-solving abilities
6. Strong interpersonal and communication skills with a client-centric approach
7. Analytical skills to interpret data

Academic & Professional Qualifications

1. Bachelor's degree in business administration, Actuarial Science, Finance, or a related field. Master's degree is a plus.
2. Professional Insurance Qualification

Relevant Experience

A minimum of five (5) years working experience in client relationship management, within the insurance or healthcare industry with proven ability to develop and execute client retention strategies.



If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 27th February 2025
Only shortlisted candidates will be contacted.