



Job Ref. No: JHIL160

Position: Junior Underwriter, Client Support

Employment Terms: Fixed Term Contract

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 Underwriter Client Support** within **Jubilee Health Insurance Limited**. The position holder will report to the **Senior Underwriter, Client Support** and will be based at our Head Office in Nairobi.

Role Purpose

Responsible for timely set-up, renewal, servicing and support, documentation, and management of schemes on ACTi sure, and handling of related queries on from clients and intermediaries on existing schemes. Provide dedicated and comprehensive service to the intermediaries and clients with a proactive approach to ensure business retention of the schemes by meeting set service timelines while ensuring underwriting guidelines and controls are strictly adhered to and enforced.

Key Responsibilities

Operational

1. Policy Onboarding: Ensure accurate membership set up, benefits set up, prompt issuance of acceptance letters, debiting and dispatch of premiums invoices and the renewal/commencement premium schedules to the client/intermediary.
2. Policy Maintenance: Manage membership details in ACTi sure and ensure timely and accurate policy maintenance i.e., timely communication to intermediaries/clients/Relationship Managers, issuance of policy documents, timely dispatch of premium debits/credits, scheme reconciliations, reporting and ensure all agreed TATs are met.



Corporate Governance

1. Compliance: Ensure compliance with regulatory requirements, underwriting standards, and company policies, and adhere to ethical practices.
2. Policy Review: Regularly review and update underwriting policies and guidelines to reflect industry changes and mitigate risks.

Leadership & Culture

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Key Skills and Competencies

1. Decision-Making
2. Effective Communication
3. Adaptability
4. Negotiation Skills

Academic & Professional Qualifications

1. Bachelor's degree in Insurance or related field.
2. Insurance Professional qualification will be an added advantage

Relevant Experience

Minimum 1 Year 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 14th March 2025.

Only shortlisted candidates will be contacted.