



Job Ref. No: JHIL175

Position: Manager-Retail 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 **Manager-Retail Retention** at Jubilee Health Insurance Limited. The position holder will report to the **General Manager-Business Retention** and will be based at our Head Office in Nairobi.

Role Purpose

Responsible for leading the Retail Retention team to effectively retain retail customers, manage relationships, optimize customer experience, and achieve retention targets. The role involves strategic planning, operational excellence, people leadership, and ensuring compliance with regulatory standards.

Key Responsibilities

Strategy

1. Implement retail retention strategies aligned with overall business goals and customer retention targets.
2. Identify market trends and customer insights to develop innovative solutions and offerings for retail customer retention.
3. Collaborate with the General Manager to set retention targets, KPIs, and performance metrics.

Operational

1. Oversee day-to-day operations of the Retail Retention team, ensuring smooth processes and timely resolution of customer queries.
2. Monitor and analyze customer retention performance, preparing comprehensive monthly and quarterly reports.
3. Coordinate with Relationship Managers to proactively manage at-risk accounts and develop targeted retention interventions.
4. Implement processes to ensure effective follow-up on customer feedback and issue resolution.

Corporate Governance

1. Ensure compliance with company policies, procedures, and regulatory requirements.
2. Maintain high standards of ethical practice and customer confidentiality in all team activities.
3. Implement and monitor risk management processes to mitigate retention-related risks.

Leadership & Culture

1. Lead, motivate, and develop the Retail Retention team, fostering a high-performance, customer-centric culture.
2. Conduct performance reviews, coaching sessions, and provide continuous feedback to Relationship Managers.



3. Promote collaboration and effective communication within the team and across departments.
4. Ensure a customer-first culture is embedded throughout the Retail Retention team.

Laws, Regulations, Company Policies

1. Stay informed about and strictly adhering to all external laws, including Anti-Money Laundering (AML) and Counter Financing of Terrorism (CFT) laws, Data Protection laws, and any other relevant regulations applicable to your industry.
2. Understand, implement, and enforce internal company policies, processes, and procedures.
3. Ensure that operational compliance programs are in place within your department.
4. Develop and implement processes and controls that promote compliance with external laws, regulations, and internal policies.
5. Foster a robust ethical culture within the organization, led by example, demonstrating and promoting ethical behavior, integrity, and compliance with laws and regulations.
6. Encourage open communication and reporting of any potential compliance concerns or violations.

Key Skills and Competencies

1. Skilled in building and sustaining long-term client relationships to boost loyalty and renewals.
2. Experienced in developing and implementing retention strategies aligned with business goals.
3. Proficient in using analytics to inform customer retention efforts and optimize performance.
4. Strong communicator with proven ability to resolve issues and negotiate favorable outcomes.
5. Effective at diagnosing issues and delivering practical, data-informed solutions.
6. Capable of leading high-performing teams and driving a customer-focused culture.
7. Committed to delivering personalized, value-driven customer experiences.
8. Skilled in aligning cross-functional teams and stakeholders toward shared goals.
9. Focused on achieving measurable outcomes and driving continuous improvement.
10. Agile and composed in dynamic, high-pressure environments.

Academic Qualifications

1. Bachelor's degree in business administration, Marketing, or related field.
2. Master's is an added advantage
3. Professional insurance certification (ACII, AIK) is highly desirable.

Relevant Experience

Minimum of 5 years' experience in customer retention, account management, or business development within the medical insurance or financial services sector with proven track record in managing and improving customer retention metrics.

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 May 2025
Only shortlisted candidates will be contacted.