



Job Ref. No. JAML059

Position: Customer Experience Officer – Branch Administrator

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.

We currently have an exciting career opportunity for **Customer Experience Officer – Branch Administrator** within **Jubilee Asset Management Limited**. The position holder will report to the **Manager – Customer Experience** and will be based at the Head Office in Nairobi.

Role Purpose

The role holder will serve as the primary point of contact for visitors, clients, and employees, playing a critical role in shaping the overall customer experience. This position is essential in fostering a positive and welcoming environment across all touchpoints, ensuring that every interaction reflects the company's core values and commitment to delivering exceptional customer service.

Main Responsibilities

Client Interaction and Support:

1. Serve as the first point of contact at the branch, efficiently managing client inquiries, complaints, and service requests.
2. Utilize Customer Experience (CX) CRM tools for tracking, reporting, and ensuring seamless client interactions.
3. Provide comprehensive information about JAML services, guiding clients as needed to ensure their needs are met effectively.
4. Maintain and regularly update client records, ensuring the highest level of data accuracy and integrity.
5. Implement and monitor customer engagement, loyalty, and retention programs to enhance client satisfaction and foster long-term relationships.
6. Oversee the management and presentation of customer experience reporting dashboards to provide insights into client interactions and service levels.

Operational Support:

1. Collaborate with cross-functional teams and departments to address and resolve complex client issues, ensuring timely and satisfactory outcomes.
2. Support the rollout and execution of new client service initiatives at the Branch, contributing to the continuous improvement of client services.

Administrative Duties:

1. Manage daily administrative responsibilities, including scheduling meetings, overseeing document management, and preparing routine reports.

2. Ensure the efficient operation of the office by coordinating tasks and facilitating communication between departments as needed.

Skills Required

1. Excellent interpersonal and communication skills.
2. Strong problem-solving abilities and a customer-oriented mindset.
3. Organizational skills with attention to detail.
4. Basic understanding of financial products and services.
5. CRM experience in handling customer queries.
6. Proven experience in sales, especially in telesales or customer service.

Key Competencies

1. Strategic thinking and decision-making abilities.
2. Strong problem-solving and analytical skills.
3. Effective communication and interpersonal skills.
4. Results-oriented mindset with a focus on delivering quality outcomes.

Qualifications

- Degree in Business Administration, Customer Experience, or a related field.

Relevant Experience

- Minimum of 2-3 years of experience in customer service, preferably within the asset management sector.

**If you are qualified and seeking an exciting new challenge,
please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 13th October 2025.
Only shortlisted candidates will be contacted.**