



Job Ref. No: JLIL 365

Position: Customer Service Officer

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 a **Customer Service Officer** within **Jubilee Life Insurance Limited**. The position holder will report to the **Assistant Manager - Contact Centre & Branches** and will be based in Kisii.

Role Purpose

The role holder will be responsible for providing excellent customer service, resolving inquiries and complaints, and maintaining customer satisfaction. The role involves being the first point of contact for customers and agents, ensuring prompt and effective resolution of issues, and maintaining accurate customer records.

Main Responsibilities

1. Operational

- Ensure the agency office and infrastructure are well maintained, clean, and presentable.
- Promptly and effectively resolve customer and agent inquiries and complaints within the required turnaround time.
- Interact with clients and agents as the first point of contact, providing assistance and information on products or services.
- Provide detailed product or service information to assist customers and agents in making informed decisions.
- Maintain customer records by accurately updating account information in the system.
- Resolve product or service problems by actively listening to the customer's complaint, identifying the cause of the problem, explaining the best solution, and ensuring timely resolution.
- Implement strategic initiatives to improve customer satisfaction levels and loyalty.
- Regularly communicate with customers by sending updates, such as arrear notices, lapse notices, renewals, and policy statements, and suggest ways to enhance communication.
- Prepare reports on customer information by collecting and analyzing data to identify trends or areas for improvement.
- Analyze customer and agent complaints and recommend solutions to address underlying issues.
- Communicate changes or adjustments in policies to clients, ensuring clarity and understanding.
- Contribute to the team's efforts by accomplishing related tasks and supporting colleagues as needed.

2. Corporate Governance

- Underwriting Guidelines: Apply underwriting guidelines and policies to determine whether an applicant meets the criteria for coverage.
- Compliance: Stay updated with insurance regulations and underwriting best practices to ensure compliance with industry standards
- Adherence to the laws and regulations of Kenya, the policies and regulations within the insurance industry and all internal company policies and procedures.

- Ensuring compliance with applicable statutory and regulatory requirements and establishing mitigation measures against emerging business risks.

3. People & Culture

- Cross-Functional Collaboration: Actively participate in cross-functional project teams to drive collaboration, innovation, and accountability across departments and the Group.
- Employee Collaboration Index: Participate in a minimum of 2 company projects per year with an 80% success rate and engage in at least 1 Group-wide project per year.
- Skills and Competency Development Index: 100% compliance with your training plan annually to support personal and professional growth, ensuring alignment with career paths and future challenges.
- Cultural Alignment Index (CAI): Attain the Company's CAI target score by embedding Jubilee's values (e.g., innovation, teamwork, excellence) into project execution and team dynamics.
- Conflict Resolution: Address interpersonal or project-related conflicts constructively, maintaining team morale and focus on shared goals.
- Resource Advocacy: Communicate needs (e.g., tools, training, support) to supervisors to ensure personal and team success.

Key Competencies

- Customer Service: Ability to provide excellent service and resolve customer inquiries and complaints.
- Communication: Strong verbal and written communication skills to interact with customers and agents effectively.
- Problem-solving: Aptitude for identifying and resolving customer issues by providing suitable solutions.
- Active Listening: Ability to listen attentively to customers and understand their needs.
- Adaptability: Flexibility to handle various customer situations and adapt to changing priorities.
- Attention to Detail: Thoroughness in maintaining accurate customer records and analyzing information.
- Teamwork: Collaborative mindset to work effectively with colleagues and support team objectives.
- Empathy: Ability to understand and empathize with customers' concerns and provide appropriate support.

Academic Background & Relevant Qualifications

- Bachelor's degree in Insurance, Finance, Business or any other related course.
- Diploma in Insurance will be an added advantage.
- Minimum 1-2 years' experience in a similar role.
- Experience in effectively resolving customer inquiries and complaints.
- Familiarity with insurance or financial products and services is advantageous

**If you are qualified and seeking an exciting new challenge, please apply via
Recruitment@jubileekenya.com
quoting the Job Reference Number and Position by 1st December 2025.
Only shortlisted candidates will be contacted.**