



Job Ref. No: JLIL 376

Position: Customer Service Officer (6 months Contract)

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 **Team Leader- Contact Centre** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will serve as a frontline customer interface for Jubilee Life, delivering consistent, high-quality and brand-aligned customer service across all contact center channels. The role holder will be responsible for handling customer inquiries and complaints, providing accurate product and policy information and ensuring a positive customer experience that supports customer satisfaction, loyalty and the Jubilee Life brand promise.

Main Responsibilities

1. Service Delivery

- Act as a first point of contact for customers across telephone, email, and social media channels.
- Provide accurate information on products, policies, procedures, and services.
- Respond to customer inquiries and complaints promptly within agreed turnaround times and service level agreements (SLAs).
- Resolve routine customer issues and escalate complex cases to senior officers or supervisors.
- Maintain accurate records of customer interactions in the CRM system.
- Ensure proper documentation and follow-up of all customer cases until closure.
- Identify opportunities to cross-sell and up-sell appropriate Jubilee Life products and benefits.
- Collaborate with internal departments to resolve customer issues efficiently.
- Contribute to workflow efficiency and continuous improvement within the contact center.
- Perform any other related duties as assigned by the Team Leader.

2. Jubilee Life Brand

- Act as a Jubilee Life Brand ambassador by delivering courteous, professional and empathetic service at all times.
- Ensure all customer interactions consistently reflect Jubilee Life's values, tone of voice and brand promise.
- Promote a positive and trusted brand image through accurate information, ethical conduct and high service standards.
- Support initiatives aimed at strengthening customer loyalty and long-term customer relationships.

3. Corporate Governance

- Ensure compliance with all applicable insurance regulations, company policies, and internal procedures.
- Adhere to the laws and regulations of Kenya and the insurance industry.
- Maintain confidentiality and data protection standards in all customer engagements.

- Identify and escalate operational and service risks to the Team Leader.

4. 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 Focus.** Delivers consistent, high-quality service and seeks to meet customer expectations.
- Communication Excellence.** Communicate clearly and professionally across all channels, reflecting Jubilee Life's tone and brand standards.
- Problem Solving.** Identify routine customer issues and escalate complex cases appropriately.
- Active Listening.** Listens attentively to understand customer needs and concerns.
- Adaptability.** Adjust effectively to changing priorities, systems and customer situations.
- Attention to Detail.** Maintain accurate records and ensure data and service quality.
- Teamwork.** Collaborate effectively with colleagues and cross-functional teams.
- Empathy.** Demonstrate care and understanding in all customer interactions.
- Brand Stewardship.** Act as a Jubilee Life Brand ambassador and uphold the organization's values and service promise.

Academic Background & Relevant Qualifications

- Bachelor's degree in Insurance, Finance, Business, or a related field.
- Diploma in Insurance will be an added advantage.
- Minimum 1-2 years' experience in a customer service or contact centre role.
- Experience within the insurance or financial services industry is an added advantage.

**If you are qualified and seeking an exciting new challenge, please apply via
Recruitment@jubileekenya.com
 quoting the Job Reference Number and Position by 30th January 2026.
 Only shortlisted candidates will be contacted.**