



Job Ref. No. **JLIL385**

Position: **Customer Experience Intern**

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 450,000 clients. Jubilee Insurance has a network of offices in Kenya, Uganda, Tanzania, Burundi. 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 Experience Intern** within **Jubilee Life Insurance Limited**. The position holder will report to the **Customer Experience Manager** and will be based at our Main Office.

Role Purpose

The Customer Experience Intern is responsible for supporting the delivery of exceptional service to clients across all touchpoints by enhancing the end-to-end customer journey. This role focuses on resolving client queries, providing accurate and timely information, and ensuring high levels of customer satisfaction. The incumbent will serve as the voice of the customer within the organization, driving improvements in service delivery, retention, and brand loyalty through proactive engagement, personalized support, and continuous process enhancement.

Main Responsibilities Strategy

- Support the implementation of the customer experience strategy to enhance brand perception and client satisfaction.
- Provide insights and feedback to support the development of service delivery improvement plans.
- Assist in driving customer-centric initiatives in alignment with organizational goals.

Functional

- Handle client inquiries via phone, email, social media, and walk-ins in a professional and timely manner.
- Provide detailed and accurate information about Jubilee products, services, and processes.
- Monitor and track customer complaints and service requests to resolution using CRM systems.
- Escalate complex issues while ensuring timely follow-up and feedback to clients.
- Coordinate with internal teams to ensure smooth client experiences across departments.
- Generate service reports and recommend improvements based on recurring client feedback.

- Educate clients on self-service tools and investment product benefits to promote client empowerment.

Corporate Governance

- Ensure adherence to internal policies, client confidentiality, and regulatory guidelines.
- Maintain accurate records of client interactions in line with audit and compliance requirements.
- Implement internal service-level agreements and client communication standards.

People and Culture

- Promote a culture of client-centricity and service excellence across the organization.
- Embody Jubilees values of integrity, professionalism, and respect in all client engagements.
- Collaborate with team members to drive positive team dynamics and knowledge sharing

Key Competencies

1. Empathy and emotional intelligence.
2. Service orientation and patience.
3. Professionalism and discretion.
4. Teamwork and collaboration
5. Adaptability and resilience
6. Accountability and initiative
7. Process improvement mindset
8. Strong verbal and written communication

Academic Qualifications and Relevant Experience

1. Bachelor's Degree in Business Administration, Marketing, Finance, Economics, or a related field.

If you are qualified and seeking an exciting new challenge, please apply via recruitment@jubileekenya.com quoting the Job Reference Number and Position by 4th March 2026.

Only shortlisted candidates will be contacted.