



**Job Ref. No.**        **JLIL386**

**Position:**         **Junior Customer Experience Coordinator**

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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](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for a **Junior Customer Experience Coordinator** within **Jubilee Life Insurance Limited**. The position holder will report to the **Customer Experience Manager** and will be based at our Main Office.

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### **Role Purpose**

The Junior Customer Experience Coordinator supports the delivery and continuous improvement of customer experience initiatives across the organization. The role is responsible for assisting in the collection and analysis of customer feedback, maintaining accurate customer experience data and reports, and coordinating assigned projects to ensure effective execution. Working closely with cross-functional teams, the role contributes to enhancing service quality, strengthening customer satisfaction, and embedding a customer-centric culture within the organization while gaining practical experience in customer experience management.

### **Main Responsibilities**

#### **Strategy**

1. Support the execution of the customer experience strategy through assigned initiatives and tasks.
2. Assist in tracking progress of strategic customer experience objectives and flag gaps or delays.
3. Provide input into customer experience improvements by sharing insights from customer feedback and operational observations.
4. Support the documentation of customer journey touchpoints to identify areas for enhancement.
5. Contribute to continuous improvement efforts by identifying simple, practical opportunities to enhance customer experience.

## **Operational**

1. Support the implementation of customer experience initiatives to enhance customer satisfaction across the group.
2. Assist in collecting and monitoring customer feedback, satisfaction, and loyalty data across products and services.
3. Provide coordination support for customer experience projects and initiatives to ensure timely execution.
4. Maintain and update records on project progress, outcomes, and key learnings for continuous improvement.
5. Support the preparation and consolidation of customer experience reports such as complaints registers and customer service training logs.
6. Ensure accurate and consistent use of customer experience systems and platforms (e.g., CRM) through regular updates and data entry.
7. Assist in tracking service quality metrics and turnaround times (TATs) across customer touchpoints.
8. Support the development and administration of customer satisfaction surveys across key customer journey stages.
9. Compile and analyse customer feedback data to identify basic trends and highlight areas for improvement.
10. Liaise with internal teams to support the implementation of actions derived from customer feedback insights.
11. Conduct basic research on customer experience trends and best practices to support continuous improvement initiatives.

## **Corporate Governance**

1. Ensure adherence to relevant regulatory guidelines, internal policies, and established procedures in all assigned tasks.
2. Maintain compliance with applicable insurance industry standards and company policies in day-to-day operations.

## **People and Culture**

1. Uphold a culture of professionalism, integrity, and customer-centricity in all interactions.
2. Collaborate effectively with team members and cross-functional teams to support a positive and inclusive work environment.
3. Participate in learning and development initiatives aligned with personal growth and organizational objectives.

## **Key Competencies**

1. Timely and accurate preparation of customer experience reports, including complaints registers and feedback summaries.
2. Up-to-date and well-maintained customer data within CX systems (e.g., CRM) with minimal errors.
3. Successful coordination and tracking of assigned customer experience initiatives and projects.
4. Regular monitoring reports on customer satisfaction, service quality, and turnaround times (TATs).
5. Effective administration and completion of customer satisfaction surveys across key touchpoints.
6. Clear documentation of customer feedback insights, including identified trends and recommended improvement areas.
7. Demonstrated support in implementing customer experience improvements based on feedback and analysis.

## **Academic Qualifications and Relevant Experience**

1. Bachelor's Degree in Business Administration, Marketing, Finance, Economics, or a related field.
2. At least 1–2 years' experience in a customer service, customer experience, or administrative support role.
3. Experience in handling customer feedback, queries, or complaints will be an added advantage.
4. Exposure to working with customer experience tools or systems (e.g., CRM) is desirable.
5. Demonstrated ability to support reporting, data entry, and basic data analysis.
6. Experience working in a fast-paced, team-oriented environment.

**If you are qualified and seeking an exciting new challenge, please apply via [recruitment@jubileekenya.com](mailto:recruitment@jubileekenya.com) quoting the Job Reference Number and Position by 4<sup>th</sup> March 2026.**

**Only shortlisted candidates will be contacted.**