



Job Ref. No: JLIL 406

Position: Agency 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 an **Agency Service Officer** within **Jubilee Life Insurance Limited**. The position holder will report to the **Manager- Agency Services** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will be responsible for providing comprehensive operational, administrative and servicing support to the agency distribution channel. The role ensures efficient onboarding, accurate data management, seamless commission processing, regulatory compliance and effective resolution of agent queries. The position plays a critical role in enhancing agent experience, improving operational efficiency and supporting the growth, productivity and retention of the agency force in line with the organization's strategic objectives.

Main Responsibilities

1. Agency Onboarding, Contracting & Licensing

- Coordinate end-to-end onboarding of new agents, including collection, verification, and validation of required documentation
- Facilitate timely preparation and issuance of agent contracts in line with company policies
- Ensure agents meet all regulatory and internal compliance requirements prior to activation (e.g., licensing, training certifications)
- Liaise with regulators and internal compliance teams to ensure timely licensing and renewals
- Maintain a structured onboarding tracker to monitor pipeline, turnaround times, and activation rates

2. Agency Data Management & Administration

- Maintain accurate, complete, and up-to-date agent records within the agency management systems
- Perform regular data audits to ensure integrity, accuracy, and completeness of agent information
- Update agent profiles including hierarchy, banking details, contact information, and status changes (activations, deactivations, terminations)
- Ensure proper documentation and filing (both digital and physical where applicable) in line with data protection and record retention policies
- Support system enhancements and data migration initiatives related to agency operations

3. Agency Servicing & Operational Support

- Act as the first point of contact for agents on operational queries, including policy servicing, system access, and procedural guidance

- Provide timely resolution of agent issues, ensuring adherence to defined service level agreements (SLAs)
- Escalate complex queries to relevant departments (Underwriting, Claims, Finance, IT) and follow through to resolution
- Facilitate smooth coordination between agents and internal stakeholders to enhance service delivery
- Support field teams and agency leaders with operational requests and administrative needs

4. Commission Processing & Financial Support

- Support the accurate and timely computation and processing of agent commissions, bonuses, and incentives
- Validate commission inputs including production data, persistency metrics, and agent eligibility
- Reconcile commission reports and identify discrepancies, working with Finance to resolve issues promptly
- Respond to agent queries related to commissions, deductions, and payment timelines
- Maintain proper documentation and audit trails for all commission-related transactions

5. Compliance, Risk & Governance

- Ensure all agency operations adhere to regulatory requirements, internal policies, and industry best practices
- Monitor compliance with agent contracts, code of conduct, and operational guidelines
- Support internal and external audits by preparing required documentation and reports
- Identify and escalate potential risks or non-compliance issues within the agency channel
- Promote a culture of compliance, ethical conduct, and accountability among agents

6. Reporting, Analytics & Insights

- Prepare regular and ad hoc reports on agency performance, including agent activation, productivity, persistency, and attrition
- Track key operational metrics such as onboarding turnaround time, query resolution time, and commission accuracy
- Provide data-driven insights to support decision-making and improve agency efficiency
- Support management dashboards and reporting requirements for senior leadership
- Identify trends and recommend process improvements to enhance agency performance

7. Agency Engagement & Support Initiatives

- Support implementation of agency engagement initiatives, including training coordination, communication, and events
- Assist in rolling out campaigns, incentives, and recognition programs to motivate agents
- Ensure timely dissemination of communication to agents regarding policy changes, product updates, and operational guidelines
- Contribute to initiatives aimed at improving agent experience, satisfaction, and retention

8. Process Improvement & Continuous Enhancement

- Identify gaps, inefficiencies, and bottlenecks in agency servicing processes
- Recommend and implement process improvements to enhance turnaround time, accuracy, and service quality
- Participate in digital transformation initiatives, including automation of agency processes
- Continuously review workflows to align with best practices and evolving business needs

9. 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 Centricity (Agent Focus) – Strong commitment to delivering a seamless and positive servicing experience for agents
- Attention to Detail – High level of accuracy in handling data, documentation, and financial information
- Analytical Thinking– Ability to interpret data, identify trends, and provide actionable insights
- Problem Solving & Resolution Skills – Proactive approach to identifying issues and implementing effective solutions
- Communication & Interpersonal Skills– Ability to engage effectively with agents and internal stakeholders
- Stakeholder Management– Strong collaboration skills across multiple departments and levels
- Planning & Organizational Skills– Ability to manage multiple priorities and meet tight deadlines
- Integrity & Compliance Awareness – Strong understanding and adherence to regulatory and internal controls
- Adaptability & Continuous Improvement – Openness to change and ability to drive process enhancements

Academic Background & Relevant Qualifications

- Bachelor's degree in Business Administration, Insurance, Finance, or a related field
- Professional insurance qualification (e.g., COP, IIK, ACII or equivalent) will be an added advantage
- Proficiency in Microsoft Office Suite (especially Excel) and familiarity with insurance/agency management systems.
- Minimum of 1–2 years' experience in insurance operations, agency administration, or financial services
- Prior experience supporting agency or distribution channels will be a strong advantage
- Experience in commission processing, data management, or customer/agent servicing roles
- Exposure to regulatory requirements within the insurance industry is preferred

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 May 2026. Only shortlisted candidates will be contacted.