



Job Ref. No: JLIL 409

Position: Pension Claims 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, Asset Management 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 **Pension Claims Officer** within **Jubilee Life Insurance Limited**. The position holder will report to the **Team Leader – Pension Claims** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will be responsible for the efficient and accurate processing of pension claims, ensuring that all claims are handled in compliance with company policies, regulatory requirements, and industry standards. This role involves liaising with clients, beneficiaries, and internal departments to facilitate the timely settlement of pension benefits and provide exceptional service to all stakeholders.

Main Responsibilities

1. Operational

- **Claims Processing.** Review and verify pension claims documentation for completeness and accuracy. Process pension claims in accordance with established procedures and timelines. Calculate benefits and ensure accurate disbursement to beneficiaries.
- **Client Communication.** Communicate with claimants, beneficiaries, and clients to provide information on the claims process, requirements, and status updates. Address and resolve any queries or issues related to pension claims promptly and professionally.
- **Documentation and Record-Keeping.** Maintain accurate and up-to-date records of all claims processed. Ensure proper documentation is retained for audit and compliance purposes.
- **Coordination.** Liaise with internal departments such as customer experience, finance, and Risk & Compliance to ensure smooth processing and settlement of claims. Coordinate with external parties, including medical examiners and legal advisors, as necessary.

2. Corporate Governance

- **Compliance.** Ensure all pension claims are processed in compliance with regulatory requirements, industry standards, and company policies. Stay updated on relevant laws and regulations affecting pension claims and adjust processes accordingly.
- **Internal Controls.** Implement and maintain robust internal controls to prevent fraud and ensure the integrity of the claims process. Participate in internal and external audits, providing necessary documentation and addressing any findings.
- **Risk Management.** Identify potential risks in the claims process and develop strategies to mitigate them. Ensure all claims are reviewed for potential fraud and discrepancies are thoroughly investigated.

3. People and 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.
- 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

- In-depth knowledge of life insurance regulations and industry practices.
- Attention to Detail. High level of accuracy and attention to detail in processing and verifying claims.
- Analytical Skills. Strong analytical skills to review claims documentation and calculate benefits accurately.
- Communication Skills. Excellent verbal and written communication skills to interact effectively with claimants, beneficiaries, and internal stakeholders.
- Problem-Solving. Ability to identify and resolve issues related to claims processing efficiently.
- Customer Service Orientation. Commitment to providing high-quality service to clients and beneficiaries.

Academic Background & Relevant Qualifications

- Bachelor's degree in Finance, Accounting, Business Administration, or a related field.
- Diploma in Insurance
- Professional qualification (LOMA, CII, IIK)
- Minimum of 2-3 years of experience in claims processing, preferably within the life insurance or pension sector.
- Experience in handling pension claims and understanding pension benefits calculations is highly desirable.
- Proven track record of working in compliance with regulatory requirements and company policies.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 25th May 2025. Only shortlisted candidates will be contacted.