



Job Ref. No. HRJHICU003

Position: Team Leader- Contact Center

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 the role of **Team Leader- Contact Center, Jubilee Health Insurance Company of Uganda**. The position holder will report to the **Manager- Marketing, Communications & Customer Experience**

Role Purpose

The **Team Leader – Contact Center** will be responsible for managing a team of customer service representatives, ensuring high-quality service delivery, and optimizing customer interactions. This **6 month-** contract role requires strong leadership, problem-solving skills, and a customer-centric approach to enhance client satisfaction and operational efficiency.

Main Responsibilities

Strategy

1. Develop and implement strategies to enhance customer experience and optimize contact center performance.
2. Monitor and analyze key performance indicators (KPIs) to drive continuous improvement and service excellence.
3. Identify trends in customer queries and complaints, providing data-driven recommendations for service enhancements.
4. Collaborate with internal departments such as Operations, IT, Sales, and Claims to align customer service initiatives with business objectives.
5. Contribute to the development and implementation of contact center policies, standard operating procedures (SOPs), and best practices.
6. Drive digital transformation initiatives within the contact center, including automation and self-service solutions to improve efficiency.
7. Ensure compliance with regulatory and company policies while maintaining high ethical standards in customer interactions.

Operational

1. Supervise, mentor, and coach contact center agents to ensure consistent delivery of high-quality customer service.
2. Manage workforce planning, scheduling, and shift allocations to maintain optimal staffing levels and efficiency.
3. Handle complex or escalated customer complaints professionally and ensure timely resolution.
4. Conduct regular training and refresher programs to enhance agent skills and knowledge on products, processes, and service expectations.
5. Track agent performance, provide regular feedback, and implement performance improvement plans where necessary.
6. Ensure adherence to Service Level Agreements (SLAs) and company policies to maintain operational excellence.
7. Work closely with the IT team to ensure contact centre systems, telephony, and CRM platforms are optimized for efficiency.
8. Prepare detailed reports on customer interactions, agent performance, service gaps, and areas for improvement to management.
9. Foster a positive and engaging work environment to boost morale, team collaboration, and staff retention within the contact center.

Key Competencies and Skills

1. Strong analytical skills to interpret data and drive process improvements.
2. Ability to work in a fast-paced, customer-focused environment while maintaining professionalism and accuracy.
3. Strong verbal and written communication skills, with the ability to engage effectively with customers and stakeholders.
4. Strong leadership and people management skills, with the ability to motivate and develop teams.
5. Excellent problem-solving, conflict resolution, and decision-making abilities.
6. Proficiency in customer service management systems, CRM platforms, and reporting tools.

Academic Qualifications

Bachelor's degree in a medical related field (nursing, clinical medicine or any related fields).

Relevant Experience

1. **Preferred:** A background in the medical field (nursing, medical insurance, or related fields).
2. **Added Advantage:** Experience with Customer Relationship Management (CRM) systems.
3. Strong leadership and problem-solving skills.
4. Excellent communication and coaching abilities.
5. Ability to thrive in a fast-paced environment and drive results.

**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 2025.**

Only Shortlisted Candidates Will Be Contacted.