



Job Ref. No. **JLIL142**

Position: **Claims & Benefits 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 450,000 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 **Claims & Benefits Officer** within **Jubilee Life Insurance Limited**. The position holder will report to the **Senior Manager – Claims & Benefits** and will be based at Head Office in Nairobi.

Role Purpose

The role holder is responsible for efficiently managing and administering claims and benefits processes to ensure timely and accurate delivery of services to policyholders. This role plays a critical part in maintaining customer satisfaction and supporting the overall operations of the Claims department.

Main Responsibilities

1. **Process Claims:** Handle the end-to-end claims process, including receiving, reviewing, and validating claim applications, determining eligibility, and assessing the required documents. The role holder will also highlight any fraudulent claims.
2. **Benefit Administration:** Administer various benefits such as death benefits, disability benefits, retirement benefits, and other relevant policy provisions, ensuring compliance with company policies and regulatory requirements.
3. **Documentation Management:** Maintain accurate and organized claim and benefits documentation, including records of policyholders, beneficiaries, and relevant correspondence.
4. **Customer Service:** Respond to inquiries and provide assistance to policyholders, beneficiaries, and internal stakeholders regarding claims, benefits, and policy-related matters.
5. **Payment Processing:** Coordinate with the finance department to ensure prompt and accurate processing of claim payments and benefit disbursements.
6. **Compliance and Audit:** Adhere to internal procedures, regulatory guidelines, and industry best practices to ensure compliance and participate in internal and external audits when required. Recommending and advising on risk management technics and controls based on claims experience.
7. **Reporting:** Prepare reports and maintain data related to claims and benefits activities, including claims settlement ratios, turnaround times, and other relevant metrics.
8. **Continuous Improvement:** Identify areas for process improvement, propose solutions, and actively participate in implementing enhancements to streamline claims and benefits operations.
9. The role holder will also monitor and reduce policy premium suspense on closed policies.

Key Competencies

1. Attention to Detail: Ability to carefully review and analyze claim applications, documentation, and policy provisions to ensure accuracy and compliance.
2. Customer Focus: Strong customer service orientation with excellent communication and interpersonal skills to effectively address customer inquiries and concerns.
3. Analytical Thinking: Capacity to evaluate claim information, assess eligibility, and make sound decisions based on available data and policy terms.
4. Problem Solving: Aptitude for identifying and resolving issues or discrepancies in claims and benefits processes.
5. Time Management: Effective prioritization and ability to meet deadlines in a fast-paced environment.
6. Teamwork: Collaboration with cross-functional teams, including underwriters, actuaries, and finance personnel, to facilitate smooth claims and benefits operations.
7. Adaptability: Flexibility to adapt to changing business needs, policies, and industry regulations.

Qualifications

1. Bachelor's degree in Insurance, Finance, Business Administration or any other related field.
2. IT proficiency (especially excellent command in MS Word, Excel, PowerPoint and Outlook)
3. Professional certifications in insurance would be an added advantage.

Relevant Experience

1. At least 2-3 years' experience in a similar role.
2. Knowledge of legislation governing Retirement Benefits and Insurance in Kenya will be an added advantage.

**If you are qualified and seeking an exciting new challenge,
Please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 12th June 2023.
Only shortlisted candidates will be contacted.**