

Client Services Intern at Jubilee Insurance

[Apply Now](#)

Company: JobWebKenya

Location: Kenya

Category: office-and-administrative-support

Job Description

```
(adsbygoogle = window.adsbygoogle || []).push({});
```

Jubilee Insurance was established in August , as the first locally incorporated Insurance Company based in Mombasa in . 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.

Job Ref. No: JAML

Role Purpose:

Responsible for delivering an exceptional customer experience and putting the needs of every customer at the heart of every decision-making process. Responsible for facilitating efficient client administration, communication, and document management. The jobholder is responsible for client correspondences, data capture and document management to ensure efficiency, timeliness, and effective client servicing.

Main Responsibilities:

Implement the customer experience strategy and ensure high standards of customer service are maintained at each customer contact point.

Attend to all customer queries from all channels i.e., walk-in, calls, portal and emails.

Escalate complex queries to the appropriate functional area.

Maintain regular internal and external communication on Customer Service matters.

Carry out customer document processing including scanning and indexing new business applications, top ups, withdrawals, and switches into the system.

Ensure compliance of customers documents

Create customers' accounts in the system and any subsequent changes to customer data.

Handle customer complaints and prepare reports and follow up

Prepare and dispatch contract notes, statements, business confirmations/appreciations, withdrawal/switches confirmation.

Maintain an accurate record of all customer interactions in CRM through walk-in clients, phone calls, letters, FAs, emails and other customer interactions.

Preparation of the customer related reports.

Follow up and resolve arising member statement issues.

Contact new clients to confirm receipt of funds, process flow and product information.

Carrying out due diligence on the documents received to change bank account details.

Clients and Financial advisors' products and process education

In conjunction with the Customer Experience team conduct customer satisfaction surveys

Perform any other duties as may be assigned from time to time.

Requirements

Key Competencies:

Excellent communication and interpersonal skills, with the ability to communicate complex information effectively to both internal and external stakeholders.

Strong analytical and problem-solving skills, with the ability to identify and resolve complex operational issues.

Proven ability to manage multiple tasks simultaneously and work under pressure in a fast-paced environment with minimal supervision.

Ability to work collaboratively and build relationships across different departments and

external stakeholders.

Strong attention to detail, accuracy and quality in work output.

Drive process improvements and solutions.

Ability to exercise prudent judgment.

Academic Background and Relevant Qualifications:

Bachelor's degree in finance, Accounting, Economics, Business Administration, or related fields.

Professional qualifications such as ACCA, CFA, or CPA are an added advantage.

Strong computer skills with proficiency in Microsoft Office and at least 1 year experience in a similar role.

[Apply Now](#)

Cross References and Citations:

1. [Client Services Intern at Jubilee Insurance NewyorkjobsJobs Kenya Newyorkjobs](#)
2. [Client Services Intern at Jubilee Insurance Bostonjobs Jobs Kenya Bostonjobs](#)
3. [Client Services Intern at Jubilee Insurance SurgeonjobsJobs Kenya Surgeonjobs](#)
4. [Client Services Intern at Jubilee Insurance Angularjobs Jobs Kenya Angularjobs](#)
5. [Client Services Intern at Jubilee Insurance SearchaustralianjobsJobs Kenya Searchaustralianjobs](#)
6. [Client Services Intern at Jubilee Insurance ElectricianjobsJobs Kenya Electricianjobs](#)
7. [Client Services Intern at Jubilee Insurance ThailandjobsJobs Kenya Thailandjobs](#)
8. [Client Services Intern at Jubilee Insurance CustomerservicejobsJobs Kenya Customerservicejobs](#)
9. [Client Services Intern at Jubilee Insurance ExecutivejobsnearmeJobs Kenya Executivejobsnearme](#)

10. Client Services Intern at Jubilee Insurance [Searchenginejoblistings Jobs Kenya Searchenginejoblistings ↗](#)
11. Client Services Intern at Jubilee Insurance [JapanjobsJobs Kenya Japanjobs ↗](#)
12. Client Services Intern at Jubilee Insurance [Servicemanagementjobs Jobs Kenya Servicemanagementjobs ↗](#)
13. Client Services Intern at Jubilee Insurance [Jobspakistan Jobs Kenya Jobspakistan ↗](#)
14. Client Services Intern at Jubilee Insurance [Usajobscareer Jobs Kenya Usajobscareer ↗](#)
15. Client Services Intern at Jubilee Insurance [Nightshiftjobs Jobs Kenya Nightshiftjobs ↗](#)
16. Client Services Intern at Jubilee Insurance [Lahorejobs Jobs Kenya Lahorejobs ↗](#)
17. Client Services Intern at Jubilee Insurance [Courtjobs Jobs Kenya Courtjobs ↗](#)
18. Client Services Intern at Jubilee Insurance [ContractjobsJobs Kenya Contractjobs ↗](#)
19. Client services intern at jubilee insurance [Jobs Kenya ↗](#)
20. AMP Version of Client services intern at jubilee insurance [↗](#)
21. Client services intern at jubilee insurance [Kenya Jobs ↗](#)
22. Client services intern at jubilee insurance [JobsKenya ↗](#)
23. Client services intern at jubilee insurance [Job Search ↗](#)
24. Client services intern at jubilee insurance [Search ↗](#)
25. Client services intern at jubilee insurance [Find Jobs ↗](#)

Source:<https://ke.expertini.com/jobs/job/client-services-intern-at-jubilee-insurance-kenya-jobwebkenya-ba8398ed1d/>

Generated on: 2024-05-05 by [Expertini.Com](#)