

Underwriting Administrator at Janta Kenya

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Company: JobWebKenya

Location: Kenya

Category: other-general

Job Description

Janta Kenya is a HR Consultancy firm established with an objective of encompassing integral and necessary skills that most individuals and organizations need in everyday business. We have a team of professional HR consultants with extensive experience in all people management issues, and we are therefore well placed to offer advice for private, public and not-for-profit organisations.

Key Responsibilities

Respond promptly to client and underwriter inquiries and provide status updates.

Resolve problems by referring to policies, procedures, and standards.

Obtain quotes from providers, perform comparisons, and share the information with clients.

Communicate with customers to gather necessary information for the underwriting process.

Compile data and perform routine tasks to support the underwriting process.

Assess mail, correspondence, records, and reports to determine processing requirements.

Initiate and follow up on claims until settlement or repudiation.

Ensure accurate submission of claims by clients to the provider and vice versa.

Process policy renewals and endorsements.

Manually set up and input new business, renewals, and reinstatements in the Birthmark

system.

Screen incoming telephone calls and respond to inquiries within predetermined scope.

Compile reports and maintain files and logs.

Manage assigned workload with a focus on quality and productivity.

Provide excellent customer service while interacting with clients.

Collaborate with underwriting departments to research and resolve escalated underwriting issues.

Provide technical underwriting support to team members.

Perform administrative tasks such as printing, photocopying, and scanning.

Skill & Experience

Education:

Bachelor's degree with upper-class honors in Actuarial Science, Insurance, or Business

Proficient in Microsoft Excel, Word, Publisher, and other relevant software applications.

Punctual and time-conscious

Dedicated and passionate

Self-motivated and proactive

Able to work with minimal supervision

Exhibits honesty and integrity

Quick learner

Strong academic background

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