



JOB DESCRIPTION

Job Title: Non-Motor Claims Officer

Reports to: Non-Motor Claims Manager

Department: Non-Motor Claims

Job Summary:

This position is responsible for ensuring that non - motor claims settlements are timely and professionally concluded whilst ensuring compliance with the Company claims management philosophy as well as the claims procedures manual.

Main Duties and Responsibilities:

- Prepare initial claim letter and mail to customer, along with requisite information request list and appropriate forms for completion.
- Track and follow up on receipt of necessary forms/documents to facilitate the non-motor claims management process.
- Receive and review documents to ascertain that all information and other pertinent requirements regarding an insurance claim have been submitted to allow for proper determination of claim validity
- Create awareness among claimants on components of their insurance coverage that are related to the insurance claim and respond to queries related to the claim.
- Respond to non-motor related internal and external claim inquiries regarding benefits, the claims process, service providers, and the filing of requisite documentation.
- Record and monitor progress of all claim transactions. This includes appointment of assessors, adjusters and investigators as may be required.
- Compile, prepare and update non-motor claims registers in line with the Company's procedures and guidelines.
- Compile and draft non-motor claims reports and recommend appropriate actions informed by the claim assessment findings.
- Liaise with underwriting and finance teams to process payments to the customer and the service providers as per the service level agreements.
- Ensure that claims and payments are processed within the set turnaround time and files duly updated.
- Ensure that recovery documents are submitted to facilitate the process.
- Undertake prompt settlement of invoices and negotiation with service providers to realize savings in line with cost-saving measures and targets.



Required Qualifications, Skills & Experiences

- A Bachelor's Degree in Commerce, Business Administration, Actuarial Science or a related field.
- Certificate of Proficiency in Insurance
- Professional qualification in AIIK, ACII, or an equivalent professional qualification is an added advantage.

Experience

- At least 5 years' of experience in a similar role and industry.

Technical Competencies

- Proficiency in MS Package
- Knowledge of insurance industry concepts, practices, products and services
- Knowledge of insurance regulatory requirements
- Demonstrated understanding of claims process management
- Good understanding of underwriting procedures
- Be conversant with laws applicable to the industry and the emerging trends
- Basic knowledge of accounting principles, practices and professional standards
- Report writing skills

Behavioral Competencies

- Strong analytical and problem-solving skills
- Results driven and action oriented
- Collaborative team player with demonstrated ability to manage a team through delegation
- Agile mindset with demonstrated ability to manage tasks with competing deadlines
- High level of dependability, accountability and ability to work independently
- Ability to empower colleagues
- Strong attention to detail
- Demonstrated client focus
- Strong negotiation and persuasion skills

Application Procedure:

If you meet the above minimum requirements, send your C.V to careers@gakenya.com indicate the position applied for on the email subject line to be received on or before 13th September 2024. Only shortlisted candidates will be contacted.

