



JOB VACANCY

CLAIMS OFFICER – UGANDA GRADE KRC 2B

Reports to: Regional Manager – Uganda

Job Purpose

To handle and manage claims across all classes of business from notification to closure, applying the appropriate level of involvement based on the nature, category, maturity, treaty type and quantum of each claim in both local and international markets.

Primary Responsibilities

The main duties and responsibilities will include, but will not be limited to, the following:

1. Processing and Settlement Claims

- (a). Process policy cessions, paid claims, run-off claims, and perform confirmation and verification thereof.
- (b). Handle group and individual life business claims.
- (c). Handle facultative claims from the local and international markets.
- (d). Process claims from reinsurance and insurance companies.
- (e). Process all Marine General Average claims and advise the Corporation's reinsurers accordingly.
- (f). Determine the applicable excess, investigate the validity of claims, process payments across all classes and pursue recoveries where possible.
- (g). Ensure that claims are correctly presented in terms of technicalities, arithmetic accuracy, adequate loss detail and all required supporting documents.

2. Recoveries and Retrocession

- (a). Ensure that all possible recoveries are made from the Corporation's retrocession protections.
- (b). Prepare retrocession accounts.
- (c). Prepare Aggregate Outstanding Losses, recoverable amounts and Treaty Outstanding Losses.
- (d). Notify the Corporation's reinsurers of its treaty share and recover the same from them once claims are settled.
- (e). Ensure that the Corporation receives value for its share of salvage, excess and settled cash calls.

3. Reporting and Records Management

- (a). Prepare quarterly statements of accounts.
- (b). Ensure that claims data is accurately captured in the system for premium cession verification and actuarial valuation purposes.
- (c). Maintain proper and complete claim records.

4. Stakeholder Engagement

- (a). Respond promptly and accurately to queries from cedants and reinsurers.

Academic Qualifications

- (a). Bachelor's degree in Law (LLB), Science (General, Statistics or Mathematics), Actuarial Science, Commerce (Insurance, Marketing or Business Administration), Business Administration (Finance or Accounting), Business Management (Finance or Accounting), Strategic Management or an equivalent qualification from a recognized institution.

Professional Qualifications

- (a). Associate of the Chartered Insurance Institute (ACII) or demonstrable progress towards ACII.
- (b). Certificate or Diploma in Insurance (CII or IIK equivalent).
- (c). Associate or Diploma of the Insurance Institute of Uganda (IIU) or equivalent professional qualification.
- (d). Membership of the Insurance Institute of Uganda (IIU) or another recognized professional insurance body is an added advantage.
- (e). Demonstrated knowledge of insurance and reinsurance claims processes, policy interpretation and claims settlement procedures.
- (f). Knowledge of the Insurance Regulatory Authority of Uganda (IRA Uganda) regulatory framework and applicable insurance laws.

Experience

- (a). At least three (3) years' relevant work experience at the grade of Officer or in a comparable position.

Other Requirements

- (a). Excellent interpersonal, communication and stakeholder management skills, with the ability to engage effectively with internal departments, suppliers and regulatory bodies.
- (b). Strong analytical, negotiation and problem-solving skills, with a keen eye for detail and value for money.
- (c). Superior planning, organizing and time-management skills, with the ability to work effectively under pressure and meet tight deadlines.
- (d). Fulfil the requirements of Chapter Six of the Constitution of Kenya.

How to Apply

Interested and qualified candidates may access detailed information on the application procedures through the Corporation's website, www.kenyare.co.ke, and the recruitment consultant's website, www.eaglehr.co.ke.