



Consolidated Bank of Kenya Ltd is Kenya's SME bank of choice that provides flexible financial solutions that support our customers in achieving success. The Bank is well positioned, with presence in majority of the country's business hubs to continually offer pleasant and convenient services. We seek to recruit a high caliber, results oriented and self-driven individual to fill the position of **Bancassurance Officer**

BANCASSURANCE OFFICER

Job Type

Three (3) year Contract.

Job Purpose

Reporting to the Principal Officer, Bancassurance, the Bancassurance Officer will be responsible for overseeing the Bank's bancassurance underwriting/operational functions as a way of streamlining service delivery and offering quality services to customers. He/she will provide quality underwriting outcomes for the business lines through effectively maintaining underwriting standards and providing quality client service. The ideal candidate must be multi skilled with ability to mentor and train junior underwriters.

Key Responsibilities

- Oversee retail retention portfolio in line with business strategy.
- Monitor underwriting teams, performance and providing mentoring to achieve personal and department production goals.
- Identify portfolio risks resulting from client's underlying business practices, underwriting investigations or fraud exposure.
- Coordinate with internal stakeholders to initiate marketing strategies and meet market penetration and business growth objectives.
- Receive cover requests either directly from customers or from the branches and advise on required documentation and/or data: collect relevant documents and data needed to underwrite an insurance cover as requested by client, branch or Bank.
- Confirm to the Bank's Credit department that policies placed to cover borrowed facilities meet letter of offer conditions capturing the expiry dates, risk addresses, sums insured and other relevant details.
- Ensure safe custody of copies policy documents issued by the insurance company and dispatch duplicate to the client/branch.

- Manage customer service issues for the duration of cover.
- Report any claims notified and ensure settlement as per set out agreements.
- Provide premium payment reports to the insurers and request for business statements for reconciliation purposes.
- Management of Bancassurance Sales Executives by ensuring proper sales management.
- Provide competitive quotations to all customers promptly within the standards set.
- Membership management; additions and cancellations.
- Scheme set up, benefits set up and membership updates in the system
- Timely and accurate debiting of premium and cover conditions and that the documentation is in compliance with set standards and procedures.

Qualifications and Competencies

- Holder of university degree in Insurance, Actuarial or any business related field from a recognized institution.
- Diploma in Insurance will be added advantage.
- Should have a minimum of at least three to four years' relevant experience.
- Should have excellent oral and written communication skills.
- Should possess excellent interpersonal skills and ability to develop relationships with internal and external stakeholders.
- Should be confident, self-driven with strong negotiation skills.
- Should have good customer service orientation and commercial awareness

Method of Application

Qualified and interested candidates who meet the above requirements should send their application in **HARD COPIES** quoting the title of the position applied for on the cover letter and envelope, together with detailed curriculum vitae, copies of certificates and the contact information of three referees to:

**The Head of Human Resources
Consolidated Bank of Kenya Limited
P.O. Box 51133 - 00200
NAIROBI**

All applications should be sent through the above address **ONLY**, and received no later than **5.00 p.m.** on **Wednesday, 3rd April 2024**. Only selected candidates will be contacted.

Consolidated Bank of Kenya Limited is an equal opportunity employer.