



KENINDIA

ASSURANCE COMPANY LIMITED
General Business | Life & Pensions | Health



Job Vacancy

The business seeks to fill the following vacancy:

Administrative Officer - Policyholders Servicing & Claims

Reporting to Head of Individual Life

JOB PURPOSE

The jobholder is responsible for addressing customer queries and expectations by feedback and/or clarification as necessary regarding customers' policy contracts and benefits while ensuring effective and efficient documentation for quality service delivery to customers.

PRINCIPAL ACCOUNTABILITIES

- Providing satisfactory responses to client's queries received through various media of correspondence – letters, email, telephone.
- Providing service and assistance to walk-in clients by effectively addressing their queries
- Processing partial maturity payments and loans to policy-owners and logging in payments to accounts department for cheque processing.
- Preparing and processing policy refunds from the suspense account
- Re-filing of policy dockets after use within the department
- Adjusting premium from deposits upon client's compliance with the revival requirements
- Effecting premium deductions of direct debit and bankers order cases for remittance
- Processing amendment orders for all direct debit cases paying either in excess or deficit
- Facilitating life business growth through maturity rollover
- Processing policy loan applications and surrender claims
- Offering professional advice to clients surrendering their policies to ensure customer retention
- Generating quarterly reports on Loan Outstanding plus interest and advising the clients to pay up
- Dispatching cheques timely and to intended and keeping records for easy tracking to guard against cheques loss/misplacement

- Printing and sending Premium statements, Loan statements and fund growth statements to customers.
- Any other duties assigned.

KNOWLEDGE AND EXPERIENCE

Qualifications:

- Bachelor's degree in Commerce or Business degree in relevant field
- Diploma in AIIK or CII

Experience:

- At least 1 years of relevant experience
- Knowledge & Skills
- Knowledge of the Insurance Industry
- Insurance process skills
- Underwriting skills
- Knowledge of Insurance law
- Risk Management /awareness skills
- Analytical skills
- Reporting skills

SKILL AND COMPETENCIES

- Strong negotiation Skills
- Good Interpersonal and Communication skills
- Excellent writing skills

Submit your application by logging in to <https://kenindiahr.peopleshr.com/jobportal> no later than **8th April 2026** at **5:00 p.m.**

Your Stability, Our Priority



We are now ISO 9001 Certified