



# KENINDIA

ASSURANCE COMPANY LIMITED  
General Business | Life & Pensions | Health



## Job Vacancy

The business seeks to fill the following vacancy:

### Motor Claims Analyst

Reporting to Head of Motor Section

#### JOB PURPOSE

To conduct a proper analysis of claims, ensure proper claim registration, processing and reviewing in line with the departmental targets to achieve overall business objectives.

#### PRINCIPAL ACCOUNTABILITIES

- Registering claims for proper records and ensuring that the correct data is input and captured in the system.
- Appointing of service providers (assessors/investigators) so as to quantify liability
- Ensuring that claims' service providers meet agreed service level timelines.
- Ensuring that there is proper customer service to both internal and external clients by giving the right documents and calling for proper documentation from stakeholders to allow for easy processing of claims.
- Notifying internal stakeholders of large claims
- Analyzing and studying adjuster/ assessors reports to establish occurrence of events and ensuring that they conform with policy terms and conditions
- Processing claims to ensure amicable settlement by preparing claim notes for approval
- Preparing reports – e.g. claims experience
- Communicating in writing and meeting with insured/ clients regarding settlement offers and advising on recommendations in service provider reports in order to mitigate future losses.
- Ensuring salvage collection is done
- Ensuring that claims are settled within approved company guidelines.
- Reviewing of claims reserves to reveal the true picture of Company claims status.
- Ensuring that there is proper customer service to both internal & external clients by providing correct information & documents
- Reconciling of outstanding claims statements from stakeholders to enable them know their correct account positions.
- Ensuring that all files pertaining to salvage are forwarded to the Salvage section for disposal.
- Ensuring that all files pertaining to recoveries are sent to Legal Department for the recovery process to be effected.
- Ensuring that all closed files are sent to the registry for safe keeping.
- And any other duties assigned

#### MINIMUM QUALIFICATIONS - KNOWLEDGE AND EXPERIENCE

- Undergraduate Degree in any related field
- AIK
- At least 2 years of relevant experience

#### SKILL AND COMPETENCIES

- Negotiation skills
- Influencing skills
- Customer management
- Analytical skills
- Claims management
- Fraud detection
- Policy interpretation skills
- Communication skills
- Interpersonal skills
- Customer Service
- IT skills (fluency)
- Integrity
- Reliability
- Transparency
- Professionalism
- Teamwork
- Quality

Submit your application by logging in to <https://kenindiahr.peopleshr.com/jobportal> no later than **26<sup>th</sup> March 2026** at **5:00 p.m.**

## Your Stability, Our Priority



We are now ISO 9001 Certified