



# KENINDIA

ASSURANCE COMPANY LIMITED  
General Business | Life & Pensions | Health



## Job Vacancy

The business seeks to fill the following vacancy:

### Head of Motor Claims

Reporting to HOD - Claims

#### JOB PURPOSE

Managing and implementing the company's general business claims strategy to achieve the company's mission of providing quality insurance and financial services through customer centricity culture and speedy settlement of claims.

#### PRINCIPAL ACCOUNTABILITIES

- Managing of claims at the individual and portfolio level, to optimize expenditure and achieve high levels of satisfaction to all stakeholders through high quality claims management and complaint resolution.
- Driving a positive brand image to our customers by executing the Company's culture of professionalism, integrity, effectiveness and dynamic attitude.
- Implementing plans and initiatives to increase customer satisfaction and retention through formulating, documenting and executing claims strategies.
- Implementing the company's "Customer centricity" policy by developing initiatives that ensure customer satisfaction through consistent engagements.
- Managing and monitoring claims portfolios to optimize performance by ensuring regular reviews as required by the company's claims' controls and standards.
- Advising Reinsurance and finance departments of any material claims as set out in our business treaties, protocols and procedures and liaising with Reinsurance and Legal departments for effective recoveries.
- Contributing towards the business development strategy by attending Broker/ client meetings to articulate the Company's claims' philosophy handling and customer excellence.
- Collecting the analyzed reports of potential or existing insured's claims experience and claim trends that have the potential of impacting on profit and loss account of the company.
- Approving and/or recommending claims for settlement/ repudiation in line with the terms and conditions of the insurance policies and financial authority, and having a thorough knowledge of industry regulations /changes for compliance and the company's claims and underwriting control standards.

- Ensuring customer service by managing strong relations with Brokers and Client's in line with Company's strategic objectives.
- Talent management including coaching, mentoring, developing, motivating, training and evaluating staff in the claims hub to achieve highest levels of performance.
- Preparing, monitoring and reporting of the claims hub budgetary allocations
- Leading and managing the claim hub related company communication.
- Identifying, implementing and benchmarking best practices in management
- Review of assessors and investigators performance
- And any other duties assigned

#### MINIMUM QUALIFICATIONS - KNOWLEDGE AND EXPERIENCE

- University degree in any business related field
- ACII
- AIK
- At least 7 years of relevant experience

#### SKILLS AND COMPETENCIES

- Excellent researching skills
- Analytical skills
- Work management skills
- Good administrative skills
- Excellent customer service skills
- Negotiation skills
- Time management skill
- Excellent communication skills
- Fraud detection
- Insurance Policies analysis
- Claims management
- Interpersonal skills
- IT skills (fluency)
- Customer service
- Integrity
- Reliability
- Transparency
- Professionalism
- Teamwork
- Quality

Submit your application by logging in to <https://kenindiahr.peopleshr.com/jobportal> no later than **Friday 22<sup>nd</sup> May 2026 at 5:00 p.m.**



We are now ISO 9001 Certified

## Your Stability, Our Priority