

## Assistant, Health Insurance

<b>Job Title:</b>	Assistant, Health Insurance
<b>Directorate/Division:</b>	Health and Employee Benefits
<b>Section/ Unit:</b>	Health Insurance
<b>Location:</b>	Nairobi
<b>Reports to:</b>	Manager Health and employee Benefits.
<b>Direct Reports:</b>	<ul style="list-style-type: none"> <li>None</li> </ul>
<b>Job Grade:</b>	Nine (9)
<p>The Assistant, Health Insurance role provides critical support in medical underwriting, scheme administration, and client engagement. The position ensures accurate documentation, timely premium reconciliation, and efficient handling of client queries to maintain high service standards and compliance with regulatory requirements.</p>	
<b>Key duties and responsibilities:</b>	
<ol style="list-style-type: none"> <li>Support medical underwriting by reviewing documentation and ensuring compliance with policy guidelines.</li> <li>Assist in administration of health insurance schemes, including member enrolment and updates.</li> <li>Facilitate member education on policy terms, claims processes, and benefits.</li> <li>Handle client queries promptly and escalate complex issues as needed.</li> <li>Prepare and reconcile premium payments and maintain accurate records.</li> <li>Generate periodic reports for management on scheme performance and client retention.</li> <li>Ensure adherence to regulatory requirements and internal policies in all processes.</li> <li>Perform any other duty as may be assigned from time to time.</li> </ol>	
<b>Knowledge, experience, and qualifications required</b>	
<b>Academic &amp; Professional Qualifications/Memberships to professional bodies:</b>	
<ol style="list-style-type: none"> <li>Bachelor's degree in business related field Insurance Option or Actuarial science</li> <li>Professional insurance qualifications – ACII/AIIK (<b>additional advantage</b>)</li> </ol>	
<b>Experience Required:</b>	
<ol style="list-style-type: none"> <li>At least 2 years of relevant experience in health insurance operations.</li> </ol>	
<b>Technical Competencies:</b>	<b>Behavioural Competencies:</b>
<ol style="list-style-type: none"> <li>Presentation and public speaking skills</li> <li>Medical benefits management</li> <li>Fund administration</li> <li>Basic knowledge of IRA regulations</li> <li>Data analytics and reporting</li> </ol>	<ol style="list-style-type: none"> <li>Customer Focus</li> <li>Cultivate Innovation</li> <li>Nimble Learning</li> <li>Collaborates</li> <li>Technology Savvy</li> </ol>
<b>Key Stakeholders</b>	
<b>Internal:</b>	<b>External:</b>
<ol style="list-style-type: none"> <li>All departments</li> </ol>	<ol style="list-style-type: none"> <li>Insurance regulators</li> <li>Third party service providers</li> <li>Customers</li> </ol>