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Jubilee
HEALTH INSURANCE

Job Title: Relationship Manager

Company: Jubilee Health Insurance

Location: Head Office

Main Purpose of the Job- (Job Summary):

The job holder will be accountable for retention of business and maintaining a good relationship with clients and intermediaries ensuring excellent customer experience journey.

Main Responsibilities

- Ensure 90% Retention of the existing portfolio inclusive of organic growth
- Improve customer relations with more interaction and communication with clients (touch points)
- Timely issuance of Monthly and quarterly reports to communicate correctly and effectively on performance of schemes
- Monitoring service and document delivery by other teams to ensure accuracy and timeliness
- Logging of all issues on CRM and closure of assigned issues within set TAT's

Qualifications:

- Graduate in business related degree (marketing, commerce, insurance, economics, statistics)
- Proficient in the use of Microsoft office suite and packages
- Professional insurance certificates/ diplomas/ advanced diploma
- People management skills both of internal and external partners
- Team player

*To apply: Send your updated resume along with a cover letter to recruitment@jubileetanzania.co.tz
Application deadline: 15th March 2025*