

JOB ADVERTISEMENT

Introduction

Mayfair Insurance Company Rwanda Ltd is a General insurance company providing various general insurance products in Rwanda since May 2017. It is regulated by the National Bank of Rwanda and since inception the company has been on an upward trend, experiencing phenomenal steady growth both on the turn over and profitability. It belongs to a network of Mayfair Insurance companies across the region (Kenya, Tanzania, Zambia, Rwanda and Uganda and soon in DRC).

*The Head-office of Mayfair Insurance Company Rwanda Ltd is located in **Makuza Peace Plaza, 2nd Floor.***

Job Title: Claims Officer

Purpose of the Role

Reporting to the Claims Manager, the Claims Officer will be responsible for the effective and efficient processing of claims in order to deliver world class customer service and to optimally manage the claims costs.

Key Tasks & Responsibilities:

The key responsibilities for this position include but not limited to the following:

- Register each and every claim reported to Mayfair in the system within same day of reporting
- To formally acknowledge each & every claim reported to Mayfair quoting the Claim reference number for future reference
- Maintain proper documentation of a claim and file documents in chronological way.
- Create initial claim reserves in the system, update the claim reserves as the claim develops
- Update the claim file with all correspondence and documents received from the Insured or claimant
- In liaison with the claims Manager appoint a motor assessor or loss adjustor to assess the damage / loss
- Gather detail claims information by visiting accident scenes and preparation of site visit report
- Evaluate the documentation provided for all claims to confirm all required documents are submitted to Mayfair and to formally request for any missing ones
- Assess the extend of a bodily injury claim and in liaison with the Claims Manager prepare and submit to the claimant a settlement proposal
- Attend to claim enquiries for customers who visit the Mayfair offices for follow and effectively communicate the progress of the claims process
- Analyze fully documented claims and in liaison with the Claims Manager communicate Mayfair position to the customers via LPO, Offer Letter or Repudiation letter

You are in safe hands



- Prepare payment requisitions for Insured and Service Providers and ensure they are settled without delay
- Negotiate and amicably settle body injuries & death claims in liaison with the Claims Manager
- Initiate claims recoveries from reinsurers and third parties and follow up Third Party settlements
- Keep customers informed of the progress of processing for each claim reported
- Review dormant claims and make recommendations for closure in line with the Mayfair Policy
- Make recommendations for risk improvement to the underwriting department
- Any other duties that may be assigned from time to time

Educational and Professional Qualifications

- A Bachelor's degree holder in Insurance, Law or any other business-related course
- Progress in Insurance or Loss Adjustment Professional Courses

Work Experience

- Minimum one-year experience in insurance claims or underwriting departments

Skills

- Strong working knowledge of Microsoft Excel & Word
- Detail-oriented with strong analytical & problem-solving skills
- Excellent interpersonal and inter-cultural skills
- Excellent communication skill both in English & Kinyarwanda
- Team player
- Proactive and self-motivated with minimal requirement for constant supervision or instructions to get the job done
- Good work planner with thorough organisational skills for daily activities
- Innovative
- A person of unquestionable character, reliable, professional and who treats others with respect

Required documents

- Application letter addressed to the Managing Director of Mayfair Insurance Company Rwanda Ltd;
- Updated signed CV;
- Academic documents;
- Professional course progress report or certificate;
- Copy of national ID card/passport.

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The application addressed to the Managing Director of Mayfair Insurance Company Rwanda Ltd shall be submitted at the head-office of Mayfair Insurance Company Rwanda Ltd located in the building **Makuza Peace Plaza, 2nd Floor**, or email to **info@mayfair.co.rw** not later than **15th March 2021 at 5h:00 PM (Local time)**.

NB: 1. Only shortlisted candidates will be contacted for tests and/or interviews.

2. The successful candidate will be required to bring more documents as per our internal policy requirements.

Done at Kigali, on 11th March 2021.


MUHIMUZI Mugisha Daniel
Managing Director