



JOB DESCRIPTION

POST TITLE: VALUATIONS OFFICER

DEPARTMENT: UNDERWRITING DEPARTMENT

REPORTING TO: SENIOR VALUATIONS OFFICER

JOB PURPOSE:

The jobholder is responsible for ensuring property inspections, valuations are conducted with the highest standards, and the company is able to use reliable information for risk assessment and underwriting profitable business.

PRINCIPAL ACCOUNTABILITIES:

Property Inspections and Valuation

- Carry out property valuation for new and existing risks
- Collect information for risk survey purposes and compile reports together with the valuation report
- Appoint external Valuers where need be for complex risks
- Allocate adequate values reflective of property condition, and underwriting recommendations thereof.
- Prepare reports for valuation carried out and upload in the system
- Regular advise to underwriting department on New, Unique and Rare property risks in the market and cost implication in the risk underwriting
- Look out and communicate fraud indicators to the Underwriters

Improved Turnaround Time on Service Delivery

- Ensure valuations are done and reports completed within stipulated timelines
- Ensure property valuation register in the system is always updated
- Ensure reports are dispatched to the clients within set timelines
- Maintain updated valuation dispatch register
- Ensure service providers comply with the signed SLA's with PACIS

- Liaise with external service provider and ensure weekly submission of reports in adherence to the guidelines.
- Address all valuation complains and handle appropriately to completion.
- Call for relevant documentation for valuation purposes where necessary
- Any other duty assigned from time to time.

Customer Service Role

- Monitoring client's queries and ensuring they are addressed, and correct quotation are provided within the set timelines and authority levels.
- Follow up on value updating in the system and keep update register.
- Collect and provide any insurance information required by clients during property valuation.
- On a need basis carry out client visit with intermediaries for technical support and presentation.

RELATIONSHIPS:

- Reporting to: Senior Valuations Officer
- Reporting to Job Holder: None
- Other Contacts:
 - Within the Company:** All other departments
 - Outside the Company:**
 - Insurance Associations.
 - Intermediaries - Brokers, Independent agents and Banks
 - Individual clients

KNOWLEDGE AND EXPERIENCE (Qualifications)

1. Minimum Academic Qualifications
 - *Bachelor of Property and Real Estate, or Bachelor of Property/ land Economics.*
2. Professional Qualifications/ Bond
 - *A certificate in Surveyors Association in Kenya would be an added advantage*
3. Experience:
 - *Two (2) years relevant working experience*
4. Knowledge
 - *Understanding of insurance industry*

SKILLS AND COMPETENCIES.

- Customer Oriented
- Interpersonal skills & Team player.
- Problem solving
- Creative thinking
- Planning & organizational skills
- Dependability
- Ethical
- Confidence
- Tactical
- Innovation
- Analytical thinking

Application closing date to be **18th September 2024..** All applications should be done on www.pacisinsurance.com/careers , attaching an updated CV and cover letter. Only shortlisted candidates will be contacted.