



+254 730 677 000



Info@pacisinsurance.com



Pacis Centre, 4th Floor off Waiyaki Way,
Westlands - Nairobi



JOB DESCRIPTION

POST TITLE: UNDERWRITER – ELDORET BRANCH

DEPARTMENT: OPERATIONS DEPARTMENT

REPORTING TO: SENIOR UNDERWRITER

JOB PURPOSE:

The jobholder is responsible for executing underwriting initiatives to deliver profitability and sustainable growth. The role holder will ensure thorough evaluation of underwriting of risks to support prudent underwriting, undertake issuance of Certificates, Policy documents, debits and endorsements in line with the company's underwriting policy, enforce compliance to internal company policies and underwriting controls while maintaining excellent customer service.

PRINCIPAL ACCOUNTABILITIES:

+ Underwriting Roles:

- Establish proper and adequate documentation of risks and timely issuance of certificates, debits, policy documents and endorsements.
- Ensure all underwriting instructions are approved per company policy before debiting.
- Establish efficient renewal process to achieve the set turnaround time for preparation and issuance of renewal notices for delivery of the desired retention rate.
- Issuing and revising of quotes to intermediaries within recommended guidelines and follow up to ensure business closure.
- Reconciliation of client accounts to reflect the business booked status on monthly basis.
- Preparation and issuance of Renewal notices sixty days before renewal date
- Check debt form filled in case of credit according to the company credit policy.

- Prepare and issue cancellation notices in case of non-payment of premium for specified covers.
- Provide advisory services to claims department on excesses, deductibles, and clauses applicable in case of a claim.
- Confirmation of covers, issue and approve quotations up to 50% of the treaty limit.
- Appoint property & vehicle valuers where necessary.
- Issue motor new business policy documents and renewal schedules.
- Monitor approval and dispatch of renewal and extra endorsements schedules.
- Identify undesirable risk trends and recommend improvement actions to Management

Customer Service Role:

- Ensure 100% compliance to TAT and SLAs
- Monitoring clients' queries and ensuring they are addressed, and correct quotation are provided within the set timelines and authority levels.
- Follow up on premium collection from clients and ensure debited within the month.
- Prepare and follow up premium refund in case of overpayment or cancellation from clients.
- On a need basis carry out client visit with intermediaries for technical support and product presentation.

RELATIONSHIPS:

- Reporting to: Senior Underwriter

KNOWLEDGE AND EXPERIENCE (Qualifications)

1. **Minimum Academic Qualifications**
 - *Business/Mathematics/Insurance related degree.*
2. **Experience:**
 - *Two (2) years relevant working experience*
3. **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 24th February 2025. All applications should be done on www.pacisinsurance.com/careers , attaching an updated CV and cover letter. Only shortlisted candidates will be contacted.