

JOB DESCRIPTION	
JOB TITLE	Claims Assistant
DEPARTMENT	Claims
REPORTS TO	Claims Analyst
DIRECT REPORTS	None
OVERALL RESPONSIBILITY	
<p>The position is responsible for ensuring there is an efficient claims management process in Claims Department (Non-Legal section) to the expected quality standards and within the Company’s service level benchmarks.</p>	
KEY TASKS, DUTIES AND RESPONSIBILITIES	
<ul style="list-style-type: none"> • Register claims reported via different forms; (emails, phone, online, through our branches or physical mail) • Create and update physical and electronic claim files; • Liaise with various business units, intermediaries and clients for information and documentation required in claim processing; • Communicate with service providers, placing instructions in liaison with the Claims Analysts; • Monitor various requests to service providers ensuring adherence to Service Level Agreements; • Maintain the Claims Workflow Tools, ensuring information is accurate and up to date on a daily basis; • Provide the Claims Analysts with a daily list of tasks due/ overdue; • Manage communication between the Claims Analysts and all other departments • Any other duties as may be assigned from time to time 	
CRITICAL SUCCESS FACTORS FOR THE JOB	
Academic qualifications <ul style="list-style-type: none"> • Bachelor’s Degree in a Business Related Field 	Experience required 1 to 2 years’ work experience
Behavioural competencies	Functional competencies
Planning and Organizing 3 Attention to detail 3 Team working 3	Company and market knowledge 3 Insurance Business Operations 3 Internal Controls 3 Understanding the Customer 3