



Claims Officer

Reporting to the CUO through the Senior Claims and Recovery Officer, the Claims Officer is responsible for the following:

Detailed job-description

- Develop and implement policies and procedures for investigating, evaluating and managing risks and settlement of claims.
- Propose improvements in the underwriting guidelines based on claims and other experiences
- Provide technical support to the underwriting and accounts departments in all phases of claims handling
- Maintain records and provide file and data management of losses reported and claims paid
- Provide analytical, and technical support in claims management.
- Put in place a system for managing individual and portfolio exposures.
- Measure financial impact of claims and recommend appropriate actions to avoid, retain or transfer the risk
- Periodic assessment of underwritten risks.
- Provide analytical and technical support on all claims and determine their accuracy.
- Collect accurate information and documents for claims analysis
- Forecasting of prepayments, delinquencies, and defaults
- Project and calculate expected losses for setting loss reserves
- Undertaking baseline analysis of risk exposures and insurance coverage.
- Design and maintain loss reports and monitor claim trends.
- Communicate with clients, obligors, banks and all other interested parties in claim processing
- Review and negotiate changes in policy wording based on claims experiences.
- Prepare specifications for improvements of the underwriting system related to the above
- Organize the filing for over-dues and claims

Qualifications

- University degree in Insurance, Finance, Banking, Law or any other relevant field plus a professional qualification in Insurance.
- A Master Degree in a related field is an added advantage
- Professional Certification is highly preferred

Profile

- Competence in English both orally and written is a prerequisite
- Knowledge of French is an added advantage
- Extensive experience with legal documents used in the insurance and banking industry
- Extensive experience with common and commercial law
- Experience with debt collection and claims management
- Expert knowledge of credit bureau data and products
- Ability to provide financial and insurance accounting support
- Over 3-years' experience in insurance claims management
- Good communication and negotiation skills
- Strong organizational skills
- Outstanding analytical skills
- Willingness to travel