



CLAIMS OFFICER

Reporting to the Senior Claims & Recoveries Officer, the Claims Officer is responsible for the following:

- Provide analytical and technical support in claims management;
- 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;
- Assess all information and documents submitted in support of claims to determine their accuracy and compliance with insurance policies issued;
- Provide technical support to the underwriting and accounts departments in all phases of claims handling;
- Maintain a system for monitoring and 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;
- Forecasting of prepayments, delinquencies, and defaults;
- Project and calculate expected losses for setting loss reserves;
- Maintain records and provide file and data management of losses reported and claims paid;
- Undertaking baseline analysis of risk exposures and insurance coverage;
- Design and maintain loss reports and monitor claim trends;
- Communicate with clients, obligors, stakeholders and all other interested parties in claim processing;
- Review and negotiate changes in policy wording based on claims experiences.

Qualifications & Skills

- University degree in Commerce, Statistics, Law, Economics or any other relevant field;
- Masters' Degree or Professional Qualification in a relevant field is an added advantage;

- Competence in English both orally and written is a prerequisite. Knowledge of French is added advantage;
- Extensive experience working with legal documents used in the insurance and banking industries;
- Extensive experience in analysis of financial documents and data analysis;
- Experience with claims management, management of bad debts and recoveries in a commercial/development financial institution;
- Ability to anticipate and manage a claim/default prior its occurrence;
- Good communication and negotiation skills;
- Strong organizational skills;
- Over 5 years' experience working in a similar role;
- Outstanding analytical skills;
- Ability to provide financial and insurance accounting support;
- Willingness to travel.