

INTRODUCTION :

Rockledge East Africa Limited is an Independent Technical & Marine Inspection engaged in Claims and Risks Management, Technical Surveys as well as Industrial Services based in Mombasa with regional presence in the larger Eastern African countries. Rockledge Claims and Risks Management Services offers specialized loss adjusting, risks inspection and claims management solutions in our area of operations. We make sure our team has an emphasis on operational excellence and quality of service while maintaining professional ethics.

As we continue to grow and expand our territory, we are seeking high caliber individuals who are equally thirsty for growth to join our team. By Joining our team, you are helping to provide an experience to our stakeholders that delivers on our key promises.

This role can be either office based and/or mixed remote offering you the opportunity and flexibility to work within a specialized team from the comfort of your own home.

JOB DESCRIPTION

Job Title	Material Damage Claim Handlers (2 Positions)
Location	Nairobi, KENYA
Department	Claims and Risks Management Services
Reports to	Head of Technical and Operations

Job Duties :

- Understand the assigned job together with any other requirements as requested by the client.
- Establishing contacts with Insured/insurers/consignee and brokers to achieve prompt survey attendance/site visits and timely conclusion of claims.
- Timely completion of on-site investigations and damage surveys for claims including Machinery breakdown, Fire claims and Conloss, Malicious damage.
- Providing reports to clients in standard format and in accordance with corporate quality programs, policies and procedures within agreed timescales.
- Investigating, negotiating and agreeing settlement of claims in a professional manner
- Making recommendations to underwriters on settlement or otherwise of claims under the policy.
- Action all new claims and update/report to the relevant Principals within applicable SLA's and/or KPI's.
- Actively contribute towards achievement of company business objectives.
- Always comply to applicable safety rules and operational procedures
- Network, identify, explore and facilitate opportunities for business growth
- Lead the team when required
- Perform other tasks as assigned

Job Requirement :

- Minimum of a Degree in Engineering preferably Civil or Mechanical with at least two (2) years demonstrable Commercial Claims handling experience.
- Thorough, observant and attentive to detail.
- Methodical, with an investigative approach to gathering information.
- Excellent communicators, both verbally and in writing with good command of English
- Capable of understanding technical plans and able to convey complex information clearly.
- Good negotiators, tactful, assertive and persuasive
- In-depth understanding of Fire Conloss policy
- Able to write clear reports and draw simple plans.

Posting Date : November-23-2021

Closing Date : December -23-2021

JOB DESCRIPTION

Job Title	Business Support Assistant- Client Operations
Location	Mombasa, Kenya
Department	Finance and Administration
Reports to	Head of Finance and Administration

Job Duties :

- Provide Technical Support to Account and Operation teams.
- Receive and respond professionally to all customer inquiries regarding services, disputes, billing questions and new customers sign up.
- Understand the nominated job together with any other requirements as requested by the client.
- Monitor daily operations/ongoing projects and promptly updating clients.
- Maintains high performance metrics including quality, adherence and customer satisfaction.
- Always comply to applicable safety rules and operational guidelines
- Providing reports to clients in standard format and in accordance with corporate quality programs,policies and procedures
- Work with other departments to resolve customer's issues.
- Maintain a positive work atmosphere with a culture of respects for others.
- Network, identify, explore and facilitate opportunities for business growth
- Perform other tasks as assigned

Job Requirement :

- Minimum of a Diploma in any business related field, Fresh graduates are encouraged to apply
- A stellar communicator who can speak effectively to customers from many diverse backgrounds
- Customer-centric, allowing you to maintain high level of customer focus in a variety of different and complicated situations.
- Insurance Experience and or brokerage insurance firms in Commercial, Technical and or Claims Management is an added advantage.
- Skilled and empathetic to the needs of customers
- Enthusiastic and resourceful with a "can-do" attitude
- Ability to work under pressure and long hours with minimal supervision
- With honest attitude

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How to apply :

Our success is a true reflection of the talented and diverse people who make a positive difference in the lives of our customers every day. We believe a high-performing culture, valuable opportunities for personal development and professional challenge can be highly motivating and productive. Interested applicants may submit their cover letter, updated CVs together with salary expectation to careers@rockledgeafrica.com