



INTRODUCTION :

Rockledge East Africa Limited is an Independent 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. Since Inception, Rockledge East Africa Limited has been providing quality and specialized solutions, serving a wide range of industries including Insurance, Transport and Logistics, Warehousing, Agriculture, Oil & Gas and Minerals.

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's 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

JOB DESCRIPTION

Job Title	Cargo Salvage & Recovery Assistant (1 Positions)
Location	Mombasa, Kenya
Department	Claims and Risks Management
Reports to	Head of Technical and Operations

What it entails?

The role is a complimentary to our existing clients with active missions and extended to new clients. Together with an in-house team, it offers you a unique opportunity to help build our recovery team bottoms-up. You'll be assisting our team in pursuing salvage sale and advise Principals on the outcome of sale.

A successful Recovery Assistant is good at deciphering claims outcomes, managing strict deadlines, problem-solving with persuasive demeanor. You should be passionate about gathering information-*from Damaged Brewery equipments to Heavy current cables, from assorted household equipments to bulk cargoes including wheat, rice, etc.* Your previous experience recovering from other parties and ability to deal with conflict is paramount.

Job Duties :

- Demonstrate technical proficiency in resolving recovery of claims
- Investigate and identify third parties, determine liability, and uses all available resources to maximize recovery process.
- Highlight any potential concerns/risks and proactively shares best risk management practices
- Review claim files to determine potential coverage and develop collection strategies;
- Gather and evaluate all relevant documentation including claims statements, repair estimates and other related documents;
- Initiate appropriate communication channels for the ultimate recovery within stipulated time and make recommendation for settlement strategy;
- Interpret the facts of loss in conjunction with claims handler feedback in order to establish best recovery/salvage offers.
- Use sound communication skills to successfully negotiate recoveries with third parties whilst maintaining accurate account of salvage activity
- Develop individual performance metrics and drive commitment to and maintenance of outstanding performance.
- 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



Job Requirement :

- Minimum of a Degree in any technical field with three (3) years progressive experience preferable in either Claims Handling, Logistics, Insurance as well Marine Cargo Inspection.
- 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
- Good time managers, negotiators, tactful, assertive and persuasive
- Able to develop strong relationships both internally and externally is imperative

Posting Date : April-19-2023

Closing Date : May-03-2023

Rockledge East Africa Limited offers a culture where motivated customer-oriented employees can flourish, experience professional fulfilment and reach their highest potential. Interested applicants may submit their cover letter, updated CVs to careers@rockledgeafrica.com clearly indicating the job title on the subject line. Women are highly encouraged to apply.

