

Job Advertisement: Back Office and Quality Assurance Officer

Position: Back Office and Quality Assurance Officer
Reporting To: Underwriting Manager
Location: Lusaka, Zambia
Employment Type: Full-Time
Closing Date: 16 January 2025

Position Overview

To ensure that all back-office operations comply with industry standards, company policies, and regulatory requirements. This role involves monitoring, evaluating, and improving the processes to maintain high levels of accuracy, efficiency, and compliance in administrative and support functions on both treaty and facultative transactions.

Key Responsibilities

- Maintain and update quality assurance documentation and records on all treaty and facultative transactions.
- Monitor risk placement & accumulation
- To understand the retro terms & conditions for implementation of quality assurance
- Monitor daily back-office operations, including data entry, policy administration, and customer service support.
- Evaluate the effectiveness of existing processes and procedures and suggest enhancements to improve performance and reduce errors.
- Ensure that all transactions are accurately recorded, and discrepancies are promptly addressed.
- Maintenance of physical and electronic records under the instruction of underwriter and/or underwriting managers.
- Conducts research with the aim of daily learning of insurance and reinsurance concepts and contracts, as well as type of risk exposure and what affects risk quality.
- Article reading and application of additional learning to daily tasks assigned by underwriter and/or underwriting managers.
- Process the signing of reinsurance contracts and proficient and effective use of the reinsurance software for data capture.
- Process invoices and timely dispatch to respective clients and brokers.
- Provides operational support to underwriter and/or underwriting managers.
- Ensure all renewal business being booked is fully settled before renewal is done in the system

Qualifications, Skills and Experience

- Full Grade 12
- Minimum Diploma in Insurance, or Degree in Economics, Business Studies or related field.
- Minimum 2_years' experience in the (Re)/insurance industry
- Ability to make sound decisions
- Good numerical and communication skills.
- Strong computer skills.

Application Instructions

Interested candidates should email their applications and supporting documentation to Hr@finre.co.zm by the closing date of 16 January 2025.

Fin Re is an equal opportunity employer. We encourage applications from all qualified individuals.