

Job Advertisement

Position: Claims Manager
Reporting To: Chief Operating Officer
Location: Lusaka, Zambia
Employment Type: Full-Time
Closing Date: 7 February 2025

Position Overview

Managing and providing proactive claims-handling direction to team members with respect to investigation, assessment, reserving, expense, and settlement in accordance with claims best practices.

Key Responsibilities

- Processing claims in an efficient and timely manner to achieve prompt conclusion and settlement.
- Monitor strategy on claims to ensure optimal claim outcome and timely escalation of high exposure claims to top executives within Finsbury Re.
- Providing expert input regarding day-to-day procedures in order to efficiently and effectively process claims.
- Monitoring effectiveness of all programs and provide support to all open claim file reviews and manage all payment cycles to ensure compliance to all contract requirements.
- Settling difficult or complex claims.
- Providing claims services to all business units and ensures optimal handling of all claims.
- Evaluating and adjust all business units claims.
- Designing and implement various policies and procedures for claims.
- Performing monthly, quarterly and annual claim process review audits.
- Advise reinsurers of large losses and timely recovery of those losses over and above our retention.
- Working closely with Cedants and Loss Adjusters where necessary to ensure fair and prompt claim settlement.
- Overseeing all electronic claims processes and evaluate all claim applications, prepare claims reports and evaluate all actuarial input.
- Ensure appropriate maintenance of all relevant documentation.
- Ensuring legal compliance of the claims process.

- Ensure detection processes and safeguards are in place to guard against fraudulent claims.
- Ensuring correct reserves are recorded.
- Maintaining claims statistics for paid and outstanding claims for treaty and facultative business.
- Providing market information, statistics and reports as and when required.
- Ensure team members fully utilise the core system to record all transactions.
- Help the team continually achieve professional goals and improve skills to meet team member's career objectives.
- Takes personal responsibility for own workload, continually reorganizing and prioritizing tasks to ensure key company objectives are met.
- Proactively, enthusiastically, thrives on taking responsibility in a fast-paced team-based environment.
- Provides operational support to underwriting, finance and administration department.
- Overseeing underwriting risk survey activities within the organization.
- Offer technical support to the underwriting team by interpreting risk survey reports.

Qualifications, Skills and Experience

- Full Grade 12
- Minimum bachelor's degree
- ACII and/or CILA qualification will be added advantage
- Minimum 5 years' experience in the (Re)insurance industry
- Ability to use SICS, Synergy2 or equivalent reinsurance system
- Ability to make reasonable and sound decisions
- Good numerical and communication skills.
- Strong computer skills
- Ability to do underwriting risk surveys will be added advantage

Application Instructions

Interested candidates should email their applications and supporting documentation to Hr@finre.co.zm by the closing date of 7 February 2025.

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