

Exciting career opportunity



Customer Service and Complaints Manager, Kenya

Our Client, a leading international private health insurance company, whose purpose is to help people live longer, healthier, happier lives and making a better world. Our client is looking for a highly qualified and experienced professional to fill the role of Customer Service and Complaints Manager, Kenya.

Reporting to the Chief Executive Officer with a functional reporting line to the Head of Relationship Management and Service Delivery, the role holder will lead and manage the customer service and complaints activities, ensuring the company delivers high-quality service delivery and prompt, effective resolution of customer complaints.

Key roles and responsibilities

i. Customer centric culture and team leadership

- Foster a customer-centric culture within the company and ensure that the Customer Service and Complaints team act as ambassadors for the company.
- Handle complex and escalated customer service and complaints cases, ensuring that they are resolved satisfactorily and in a timely manner.

ii. Policy development and implementation

- Develop and implement customer service and complaints policies, procedures, and standards in line with the company's vision, mission, and values.
- Review and update customer service and complaints policies, procedures, and standards to reflect best practices and deliver good customer experiences and outcomes.

iii. Collaboration and stakeholder management

- Collaborate with other departments, including Claims, Sales, and Healthcare Management in Kenya and the wider global operating model to resolve customer issues and deliver an exceptional experience.
- Build and maintain positive and productive relationships with internal and external customers and stakeholders to further customer-centricity objectives.
- Manage and maintain good relationship with external stakeholders, such as providers, brokers, regulators, and auditors to resolve issues or disputes.

iv. Performance monitoring and improvement

- Monitor and report on customer service and complaints performance, identifying areas for improvement and implementing corrective actions.

- Analyse and report customer service and complaints management information, trends, and feedback and provide insights and recommendations to senior management and other stakeholders.

v. Risk management and compliance

- Ensure adherence to company policies in the customer service and complaints handling including relevant local risk management regulations and legislation.
- Support regulatory change programmes and initiatives.
- Ensure adequate operational resilience and business continuity planning within the customer service and complaints handling process, to maintain service and minimize negative customer impact during disruptions.
- Oversee outsourced activities and/or third-party suppliers in customer service and complaint handlings as per service agreements.

Academic/Professional qualifications and Experience:

- A bachelor's degree in Business Administration, Finance, Management, or a related field from an accredited reputable institution.
- A minimum of 5 years of experience in customer service and complaints management, preferably in the medical insurance or other financial services provider.
- A proven track record in leading and managing a customer service and/or complaints handling team, delivering high-quality service and solutions, and resolving customer issues promptly and effectively.
- Excellent knowledge of customer service and complaints principles, practices, and standards, as well as relevant Kenyan laws and regulations.
- Proficient in customer service and complaints processes, systems, and tools, such as CRM, contact centre technologies, and online platforms.
- Strong ability and proven track record in driving significant claims savings and operational expense cost reductions.
- Strong problem-solving skills, decision making skills, communication skills and strong innovation and improvement orientation.
- Strong leadership skills with demonstrable experience in team building and ability to work collaboratively with others.

If you are interested in this exciting opportunity, Please send your application for your consideration to this email: hrservices@kpmg.co.ke quoting 'Customer Service and Complaints Manager - Kenya' by 20 September 2024.

Please note that only shortlisted candidates will be contacted.