

**WE ARE  
HIRING**

**Jubilee**  
LIFE INSURANCE

## Position: Office Administrator Location: Arusha

Jubilee Insurance was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa. Jubilee Insurance has spread its sphere of influence throughout the region to become the largest Composite insurer in East Africa, handling Life, Pensions, General and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 450,000 clients. Jubilee Insurance has a network of offices in Kenya, Uganda, Tanzania, Burundi, and Mauritius. It is the only ISO certified insurance group listed on the three East Africa stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange and Uganda Securities Exchange. Its regional offices are highly rated on leadership, quality and risk management and have been awarded an AA- in Kenya and Uganda, and an A+ in Tanzania. For more information, visit [www.JubileeInsurance.com](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for the role of Office Administrator Jubilee Life Insurance Corporation of Tanzania.

### Role Purpose

The role holder interacts with Jubilee Life customers to provide them with information to address inquiries regarding products and services. In addition, they deal with and help resolve any customer complaints and implement initiatives to improve customer satisfaction levels and loyalty, while efficiently managing the administrative operations of the office.

### Main Responsibilities

#### Operational:

- Serve as the first point of contact for clients and visitors, delivering a professional and welcoming experience.
- Manage the reception desk, including answering calls, handling inquiries, and directing visitors appropriately.
- Maintain a well-organized and presentable office, reflecting the company's professional image.
- Schedule and manage appointments, meetings etc.
- Keep an accurate inventory of office supplies, equipment, and consumables.
- Handle and distribute incoming and outgoing documents.
- Oversee daily office operations, including managing supplies, equipment, and general office upkeep.
- Coordinate with service providers for office maintenance and ensure a clean and functional workspace.
- Support the business development team with administrative tasks such as processing documentation, filing, and data entry.
- Liaise with vendors and suppliers to ensure timely delivery of goods and services.
- Maintain office records and ensure compliance with company policies and procedures.
- Monitor and report on office expenses, ensuring cost-effective management.
- Track and compile monthly office expenditure reports for management review.

### Key Competencies

- Attention to detail and a meticulous approach to work.
- Ability to influence and engage stakeholders at all levels.
- Proactive mindset and ability to work independently.
- Strong organizational and time management skills.
- Ability to adapt to changing regulatory environments.
- Excellent customer service experience and satisfaction
- To promote a positive and professional brand image

### Qualifications & Experience

1. Diploma in Business Administration or a related field.
2. Diploma in Insurance will be an added advantage.
3. Minimum 1-2 years' experience in a similar role.
4. Experience in effectively resolving customer inquiries and complaints.
5. Familiarity with insurance products and services is advantageous.

If you are qualified and seeking an exciting new challenge, please apply quoting the Job Title and Location 10 February 2025 to

[recruitment@jubileelifeinsurance.co.tz](mailto:recruitment@jubileelifeinsurance.co.tz)

Only shortlisted candidates will be contacted.



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### **Location: Mwanza**

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