JOB DESCRIPTION – CONTRACTS AND PORTFOLIO SERVICES OFFICER

Job location: Nairobi, Kenya

Purpose:

Under the supervision of and reporting to the Chief Underwriting Officer through the Principal Portfolio Services Officer, the Contracts and Portfolio Services Officer shall be responsible for coordinating ATIDI's post contract activities throughout the life of executed policies and act as the ATIDI contact to service client needs after policy is bound.

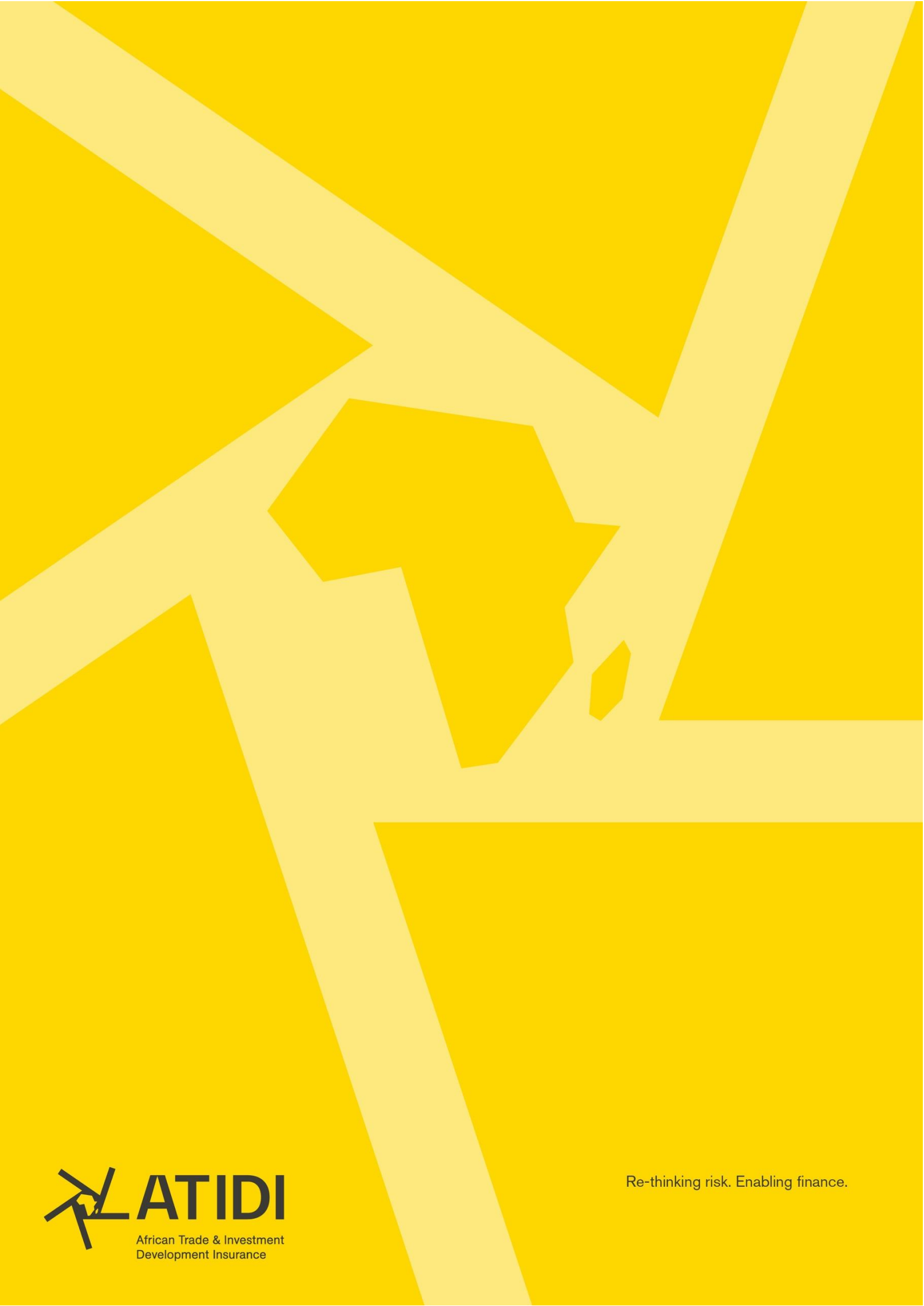
Key Duties and Responsibilities:

1. Review documents submitted in request for new and renewal of policies, understand the covered risk and working closely with Underwriters, ATIDI Legal, Insureds, and Brokers, draft policy documents ensuring compliance with internal guidelines and market standards;
2. Review and together with the Claims and ATIDI's Legal Personnel negotiate changes to policy wording based on internal guidelines and claims experience.
3. Work closely with the Underwriting team in effecting all types of contract amendments and ensuring they are done within the time limits prescribed by ATIDI's Operations Manual;
4. Respond promptly and reliably to Insureds, Brokers and internal requests in regard to ATIDI Portfolio;
5. Draft all documentation pertaining to post contract management, including premium overdue letters, Debit Notes, insurance policies covering letters and any ad hoc request from Insureds;
6. Design a bring-up system for all due dates including premium payments, policy renewal dates, and policy expiry dates, and discussing renewals with clients;
7. Follow-up on contractual obligations required from clients under the Insurance Policy (i.e. executed loan agreements, amortization schedules, environmental action plan implementation, and other conditions precedent to policy effectiveness, in cooperation with other ATIDI departments;
8. Put together premium chasing reports to aid in follow-up with clients and brokers on premium dues, credit limit fees and ensuring receipt of all due payments in coordination with ATIDI's Accounting team;
9. Work closely with ATIDI Underwriters and other ATIDI departments in identifying integrated solutions to systems issues related to document management, compliance monitoring and tracking of pre and post-contract obligations;
10. Prepare and follow up on no-objection letters with the respective Ministries of Finance in ATIDI member states; Follow up and ensure Reinsurance Premium Invoices are received and settled in line with the Service Level Agreements between ATIDI and Facultative Reinsurers;
11. Ensure all premium generated and any adjustments passed has been booked correctly by Finance Department on a monthly basis;
12. Produce quarterly renewal report for the Underwriting Team's action;
13. Design innovative tool to promote operational efficiency for monitoring the quantitative aspect of ATIDI's portfolio;

14. Ensure that the operations procedures and systems pertaining to Portfolio Management are followed and maintained as per the Operation Manual;
15. Act as an initial liaison with clients;
16. Support the development of portfolio management plans, in line with the overall ATIDI operational strategy;
17. Provide timely, accurate service and support to ensure the retention of valuable clients and to identify and recommend workflow and process alternatives which can lead to improved efficiency and service levels;
18. Develop technical knowledge in readiness for reporting under the IFRS 17 guidelines.
19. Perform such other duties as may be assigned to you from time to time by the CUO as long as the work is within the scope of ATIDI's business objectives.

Role Specifications:

- A Master's degree or relevant professional certifications in Business Administration (MBA), Finance, Economics, Banking or other financial service specialisation
- A Bachelor's degree in Finance, Economics, Banking or other relevant specialization
- CII or CPA/ACCA (an added advantage)
- A minimum of five (5) years relevant experience.
- Technical understanding, expertise, and experience in Insurance and reinsurance;
- Demonstrate high degree of attention to details and accuracy;
- Proficient knowledge of MS Excel, MS Word and PowerPoint skills;
- Ability to handle own workload and to work both supportively and jointly with colleagues;
- Planning and organisational skills to meet deadlines and manage client expectations;
- Excellent interpersonal and communication (oral, written, presentation) skills;
- Demonstrate ATIDI's core values - unity of purpose, customer first approach, integrity, getting it first the right time and creativity;
- Fluency in written and spoken English; and
- Working knowledge of French desirable but not required.



ATIDI

African Trade & Investment
Development Insurance

Re-thinking risk. Enabling finance.