



## Claims Manager (Non-Motor, Motor and Health) Ref (05G2021.CM)

### Job Summary

Provide proactive management of claims for Motor, Health and Non-Motor clusters in order to achieve high levels of technical claims handling through high quality management, excellent client service by implementing necessary claims process / workflow and optimization of resources.

### Main Responsibilities

- Monitor claims operations to ensure that they are being processed in a professional manner according to applicable Terms & Conditions.
- Ensure claims handled in an efficient and timely manner as per established processes, workflow and set KPIs.
- Identify improvements in the workflow which brings added value on the process flow leading to finalization of a claim and take corrective action when required.
- Ensure that proper actions are taken for fraudulent case
- Prepare annual departmental budget according to guidelines and submit for approval within deadlines.
- Participate actively in management committees, projects and corporate events.
- Prepare monthly reports, provide analytical comment and take corrective actions if needed
- Monitor reserve and analyze changes in trend / pattern
- Lead project management in accordance with strategic plan.

## Job Requirements

- ACII, Law degree, Management degree or any other equivalent qualifications.
- More than 10 years of experience in relevant position.
- Sharp knowledge of scope of cover of Insurance Policies, Terms and Conditions, underwriting guidelines.
- Experience in handling of complex claims.
- Holds below behavioral competencies:
  - Deciding and initiating action
  - Leading and supervising
  - Working with people
  - Delivering results and meeting customer expectations
  - Creating and innovating
  - Planning and organizing
  - Coping with pressure

Interested candidates are requested to send their CV on [recruitment@mua.mu](mailto:recruitment@mua.mu) by 05 August 2021.

The company reserves the right to call only the best qualified candidates for the selection exercises.

Applications received after the closing date will not be considered.

The company also reserves the right not to proceed with the vacancies.