



JOB DESCRIPTION

Job Title: Motor Claims Manager

Reports to: Chief Operating Officer

Department: Motor Claims

Job Summary:

The Motor Claims Manager will be responsible for overseeing the entire motor claims process, from initial notification to final settlement. The Motor Claims Manager oversees a team of claims assessors, ensuring that claims are processed efficiently, fairly, and in alignment with the operational, financial, and service standards set by GA Insurance Limited. This involves recommending and implementing best practices to guarantee the thorough settlement of motor-related claims. The role will also involve working closely with customers, insurance agents, and external stakeholders to resolve claims issues and enhance customer satisfaction.

Main Duties and Responsibilities:

- Coordinate and maintain expeditious and efficient processing of claims and ensure customer needs are met promptly.
- Liaise with branch staff to manage, resolve and ensure settlement of motor claims.
- Review, assess, and authorize motor claims within the guidelines set by the company.
- Analyse claims data to identify issues and ensure that all relevant issues relating to underwriting policies, reinsurance arrangements, and product pricing are identified and communicated to relevant stakeholders.
- Measure the performance of strategic customer relationships and communication.
- Ensure all claims fall within the scope of the respective insurance policies.
- Compile monthly claims statistics and draw inferences for further action.
- Identify, appoint, and maintain efficient and effective service providers.
- Prepare periodical claims reports and other management reports relating to motor claims.
- Formulate and oversee claims management practices and procedures.
- Manage liaison with the underwriting department to mitigate against the risk of incurring losses arising from motor claims.
- Liaise with audit team to ensure all the identified issues are resolved and closed as per the set timelines.
- Develop and implement best practices for claims handling, ensuring compliance with regulatory requirements.
- Train, mentor, and lead the claims team to enhance their skills and improve overall performance.
- Analyze claims data to identify trends, improve processes, and reduce fraudulent claims.
- Prepare and present reports on claims performance and trends to senior management.
- Provide exceptional customer service by addressing inquiries and resolving complaints related to motor claims.



Knowledge, experience and qualifications required

- A master's degree in business administration, insurance, finance or a related field.
- A bachelor's degree in mechanical engineering or a related field.
- Professional qualification in AIIK, ACII or an equivalent.
- At least 10 years of experience, 5 of which should be in management or similar roles and industry.

Technical and behavioral Competencies

- Strong understanding of insurance industry concepts, practices, products and services
- Knowledge of insurance regulatory requirements
- Demonstrated understanding of claims process management
- Good understanding of underwriting procedures
- Be conversant with laws applicable to the industry and the emerging trends
- Basic knowledge of accounting principles, practices and professional standards
- Report writing skills
- Proven analytical and problem-solving abilities
- Results driven and action oriented
- Collaborative team player with demonstrated ability to manage a team through delegation
- Agile mindset with demonstrated ability to manage tasks with competing deadlines
- High levels of integrity, ethical standards, dependability, accountability and ability to work independently
- Ability to empower colleagues
- Able to read between the lines, with attendant curiosity
- Demonstrated client focus
- Strong negotiation and persuasion skills

Application Procedure:

If you meet the above minimum requirements, send your C.V to careers@gakenya.com indicating the position applied for on the email subject line, to be received on or before **4th May 2026**. Only shortlisted candidates will be contacted.