


## CONSUMER PROTECTION ASSISTANT POSITION

 Insurance Regulatory Authority Rima Rora Awa Taia IRA	<b>JOB TITLE</b>	Consumer Protection Assistant
	<b>DIRECTORATE/ DEPARTMENT</b>	Consumer Protection Department
	<b>GRADE/LEVEL</b>	IRA 8
	<b>IMMEDIATE SUPERVISOR</b>	Consumer Protection Officer

### a) Job Purpose

The position is responsible for safeguarding the interest of policy holders and beneficiaries, strengthening public trust and consumer confidence in the insurance sector. The position ensures that market conduct of regulated entities is in compliance with insurance legislations.

### b) Job Specifications

The duties and responsibilities entail:

- (i) Register complaints reported by policyholders and beneficiaries
- (ii) Attend to walk in customer enquiries and writing reports on the same
- (iii) Attend to telephone enquiries and writing reports on the same.
- (iv) Attend to email enquiries and writing reports on the same.
- (v) Handle complaints from policyholders and beneficiaries, communicate decisions and regularly review companies' complaints and generate reports on the trends for review by management.
- (vi) Generate reports on capacity building undertaken on regulated entities for review by management.
- (vii) Participate in logistics in the department such as organization for meetings, workshops and smooth flow of information.
- (viii) Handle the communication logistics for decisions made on complaints and disputes to insurance policyholders and beneficiaries.

### c) Persons Specifications

- (i) Higher Diploma in Insurance, law or Public Relations, with 3 years relevant experience;

**OR**

A Diploma in Insurance, law or Public Relations, with four (4) years

- relevant experience.
- (ii) Certificate in Computer Application
  - (iii) Meets the provisions of chapter six of the constitution.

**d) Competencies and skills**

- (i) Strong communication and presentation skills
- (ii) Good analytical skills
- (iii) Problem solving
- (iv) Professionalism