


## CONSUMER PROTECTION OFFICER POSITION

	<b>JOB TITLE</b>	<b>Consumer Protection Officer</b>
	<b>DIRECTORATE / DEPARTMENT</b>	Directorate of Market Conduct, Consumer Protection Department
	<b>GRADE/LEVEL</b>	IRA 7
	<b>IMMEDIATE SUPERVISOR</b>	Senior 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

Duties and responsibilities will entail:

- (i) Collect and collate information on insurance companies' operations, marketing, underwriting, rating, policyholder service, producer licensing, complaint handling and claims handling processes to ensure that regulated entities maintain high standards of integrity and fair dealing in conduct of their business;
- (ii) Collect data on the TCF tool and report to CPO to determine compliance with TCF outcomes.
- (iii) Participate in logistics in the department such as organization for meetings, workshops and smooth flow of information.
- (iv) Handle the communication logistics for decisions made on complaints and disputes to insurance policyholders and beneficiaries.
- (v) Register complaints reported by policyholders and beneficiaries
- (vi) Attend to walk in customer enquiries and writing reports on the same
- (vii) Attend to telephone enquiries and writing reports on the same.
- (viii) Attend to email enquiries and writing reports on the same.
- (ix) Handle complaints from policyholders and beneficiaries, communicate decisions and regularly review companies' complaints and generate reports on the trends for review by management.
- (x) Generate reports on capacity building undertaken on regulated entities for review by management.
- (xi) Identify and recommend legislative changes aimed at protecting the

consumers.

**c) Persons Specifications**

- (i) Bachelor's degree in Insurance, Risk Management or law
- (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