Job Ref. No.	JLIL209

Position:	Customer Relationship Management Specialist

Jubilee Insurance was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa. Jubilee Insurance has spread its sphere of influence throughout the region to become the largest Composite insurer in East Africa, handling Life, Pensions, General and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 1.9 million clients. Jubilee Insurance has a network of offices in Kenya, Uganda, Tanzania, Burundi and Mauritius. It is the only ISO certified insurance group listed on the three East Africa stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange and Uganda Securities Exchange. Its regional offices are highly rated on leadership, quality and risk management and have been awarded an AA- in Kenya and Uganda, and an A+ in Tanzania. For more information, visit www.JubileeInsurance.com.

We currently have an exciting career opportunity for **Customer Relationship Management Specialist** within **Jubilee Life Insurance Limited**. The position holder will report to the **Senior Manager- Shared Applications** and will be based at our Head Office in Nairobi.

Role Purpose

The CRM Expert overall role is to ensure optimal availability, configuration, and utilization of Jubilee Insurance system applications in a manner that meets the internal customers' requirements, creates efficient and business supporting solutions whilst maintaining relationships with vendors, users, and key stakeholders by applying best practice project management practices in the implementation of system changes and enhancements. The role holder will be responsible for the design and development of modifications or extensions to the Jubilee Holdings CRM & Microsoft Dynamics applications.

Main Responsibilities

Strategy:

1. Develop and execute strategic plans for the enhancement and optimization of Jubilee Holdings CRM & Microsoft Dynamics applications.
2. Align CRM initiatives with business goals and objectives, driving operational efficiency and customer satisfaction.
3. Evaluate CRM system performance and identify opportunities for continuous improvement and innovation.
4. Collaborate with stakeholders to define project scope, objectives, and resource requirements for CRM enhancement projects.
5. Implement best practices in project management to ensure the successful implementation of system changes and enhancements.

Operational:

1. Administration and proactive monitoring of Jubilee Holdings business applications primarily, but not limited to; Microsoft AX, (D365FO), and Dynamics CRM by developing necessary measures through regular business system maintenance to achieve optimal system functioning as per internal S.L.As.
2. Gains understanding of internal customer needs, communicates and collaborates with other consultants and support teams to develop business cases for system changes.

3. Support the implementation of cloud ERP (Dynamics 365FO) through offering technical leadership in scoping, requirements, testing, Go Live and Post Go Live.
4. Provides technical input in creating and documenting functional specifications when customizations or extensions to the Microsoft ERP & CRM solutions are required.
5. Reviews the applications regularly to support system innovation: Gathers business requirements from the business users, converts to technical specifications, codes, and maintains complex components of the Microsoft Dynamics ERP and CRM application such as server-side code, custom business logic, integration modules, workflow assemblies and plug-ins.
6. Responsible for data related development tasks such as: developing data migration procedures to ensure seamless data exchange to Microsoft ERP/Dynamics from Jubilee core insurance systems, migrating required data sources into the Microsoft's sources, ensuring proper alignment of data models.
7. Support integrations with Dynamics CRM and ERP through proactive monitoring and escalation of any level 2 integration support issues.
8. Responsible for coding, unit testing, facilitating system acceptance testing and creating supporting documentation: Maintains functional specification documents for systems including user licenses utilization, change requests, test reports, user access lists and system controls reviews and improvements.
9. Develop relevant ICT user application software training programs to ensure optimal utilization of the software.
10. Execution of security matrices for systems through regular review of system rights and access to enforce system controls within the applications.
11. Review and advise the organization on proper application software licensing to safeguard Company interests from litigation due to licensing non-compliance.
12. Implement disaster recovery and back-up procedures and information security and control structures in line with the ICT policies as applicable to application software.

Corporate Governance (Regulatory and Compliance):

1. Ensure compliance with industry regulations, data privacy laws, and corporate governance standards within CRM systems.
2. Implement robust security measures to safeguard sensitive information and mitigate potential risks.
3. Maintain relationships with CRM vendors, ensuring adherence to vendor contracts and service level agreements.
4. Facilitate training programs for end-users to promote CRM system proficiency and adherence to corporate policies and procedures.

Key Competencies

1. Demonstrated experience and understanding of insurance industry dynamics, processes, and regulations.
2. Proficiency in configuring, customizing, and optimizing CRM systems.
3. Ability to lead and manage CRM enhancement projects, defining project scope, timelines, and resource requirements.
4. Strong interpersonal skills with the ability to build and maintain relationships with key stakeholders across various departments.
5. Capacity to analyse complex data sets, identify trends, and make data-driven decisions to drive CRM system optimization.
6. Proven ability to troubleshoot system issues, address user inquiries, and implement effective solutions.
7. Excellent verbal and written communication skills, with the ability to convey technical concepts to non-technical stakeholders effectively.

Qualifications

1. Bachelor's degree in technology related field
2. Dynamics 365 Fundamentals (CRM).
3. Dynamics 365 Fundamentals (ERP).
4. Power Platform Fundamentals.
5. Project Management Certification Agile Methodologies, PMP or Lean Six Sigma will be an added advantage.

Relevant Experience

1. Minimum of three (3) years' experience in ERP and CRM administration/development/Implementation
2. Experience in the insurance industry is preferred.
3. Proficiency in Dynamics ERP and CRM, ASP.NET, C#, and service-oriented architecture.
4. Experience in System Implementations & Projects
5. Proficiency in Integrations both into and out of Dynamics CRM, ERP.
6. Experience with D365 Integration Technologies – MS Power Platform, Azure Logic Apps, Batch Data API, OData, Web Services.
7. Lifecycle, and familiarity with regulatory requirements and compliance standards.

**If you are qualified and seeking an exciting new challenge,
please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 19th March 2024**

Only shortlisted candidates will be contacted.