



## **SONARWA LIFE - JOBS ADVERTISEMENT**

SONARWA Life Assurance Company Limited (SONARWA LIFE) is a public limited liability company registered under the laws of Rwanda and licensed by the National Bank of Rwanda to transact the business of life assurance & pension management. The company is looking for competent & experienced people to take on different roles in the company.

### **1. Accountant.**

#### **Purpose of the Job:**

This position is responsible for ensuring that company has accurate records of the financial transactions and ensure compliance with all relevant financial procedures and regulations.

#### **Key Responsibilities.**

- Preparing reports for management regarding the financial status of insurance company, including recommendations for changes in rates or coverage.
- Calculating taxes due on dividends or interest received from insurance policies.
- Calculating tax implications of transactions involving corporate insurance policies.
- Manage the accounting for insurance claims, ensuring accurate and timely processing.
- Manage accounting processes related to reinsurance agreements.
- Reconcile reinsurance accounts and ensure accurate reporting.
- Record day-to-day financial transactions, including premiums and claims.
- Maintain and reconcile general ledger accounts.
- Ensure compliance with accounting policies, regulatory requirements, and industry standards.
- Collaborate with internal and external auditors during financial audits.
- Address audit findings and implement corrective actions.
- Assist in the preparation of corporate income tax returns.

#### **Minimum Requirements:**

- Bachelor's degree in finance, accounting, or any other related field from a recognized institution.
- Certified Public Accountant (CPA)/or Ongoing is an added advantage.
- At least two (2) years of relevant working experience in accounting/insurance related experience will be an added advantage.
- Knowledge of international financial reporting standards (IFRS).
- Knowledge of applicable taxes in Rwanda.
- Analytical skills.
- Report writing-ability.
- Excellent communication and interpersonal skills.
- Any other duties as may be assigned by management.

## **2. Officer/Underwriting.**

### **Purpose of the Job:**

This position is responsible to evaluate, price and prescribe the terms to apply on risks proposed to deliver the desired loss ratio and profitability.

### **Key Responsibilities of the Job:**

- Review all applications for insurance, determine the profiles of risks presented to the company for insurance and assess their acceptability or otherwise.
- Prepare certificates and cover notes where necessary.
- Prepare policy documents, debit & credit notes & endorsements and authorize them within authority limits.
- Ensure premiums are settled as per company policy.
- Assess the loss ratios and ensure that only quality business is invited for renewal.
- Review renewal terms, ensuring renewal notices go out on time and follow up renewals to ensure high retention rate.
- Ensure timely preparation and dispatch of policy documents.
- Review suspense items and follow up on outstanding requirements with a view to reconciling them on time.
- Timely processing of quotations and tender documents, credits, and refunds.
- Maintain high standard level of customer service - responding to Life underwriting enquiries (walk-in clients, telephone, and emails).
- Liaise with intermediaries and direct clients on issues relating to their policies.
- Implement credit control policy and ensure that premiums are debited and collected as required; and
- Prompt handling and response to customer enquiries once received to ensure customer satisfaction.

### **Minimum Requirements:**

- Bachelor's degree in insurance, statistics, mathematics, Actuarial sciences, or Economics or in a related field.
- A minimum of two (2) years of relevant working experience in Underwriting of life insurance business.
- Excellent communication and presentation skills.
- Problem solving skills.
- Excellent interpersonal skills.
- Good negotiation skills.
- Good analytical skills.
- Computer literate in MS Office and other office applications.
- Understanding of the working environment /competitors.
- Technical competence in insurance.
- Basic knowledge of regulations.

### **3. Customer Relations/Receptionist Officer.**

#### **Purpose of the Job:**

To provide customers with the best customer service possible in respect to all lines of business for Sonarwa Life.

#### **Key Responsibilities of the Job:**

- Receiving all customers and guests, and act as point of contact for complaints and escalate issues as appropriate.
- Digital communication: answer customer emails and phone calls.
- Follow-up and provide timely feedback on all customers issues or queries in collaboration with other departments staff.
- Maintain complete and accurate customer correspondence data.
- Prepare periodic reports on customer needs, issues or queries handled.
- Link all potential clients in the market who would be fit for Life products to Sonarwa Life to support cross selling efforts; and keep abreast of best practices and promotional trends in the market for better service delivery.
- Identify and develop problem solving methodologies to resolve customer issues.
- Promoting the company's corporate image.
- Any other duty assigned by the line manager.
- Ensuring customer satisfaction and retention
- Ensuring 100% compliance to the company's policy.

#### **Qualification, Experience, Skills and attributes:**

- Bachelor's Degree in Insurance, Commerce, Business Administration, Business Management, or any other relevant field.
- A minimum of one (1) year of relevant working experience, especially in life insurance business.
- Excellent communication both verbal and written.
- Reporting skills.
- Problem solving skills.
- Excellent interpersonal skills and customer orientation.
- Good negotiation skills.
- Good analytical skills.
- Computer literate in MS Office and other office applications.
- Understanding of the working environment /competitors.
- Should be responsible and ensure confidentiality.
- Sound judgement.
- Adaptable to change.
- Driven to achieve results.
- Action planning, and prioritization skills
- Ability to work with a team.
- Flexibility.
- Customer service skills.

**If you believe you fulfill all the requirements, please submit your application letter, latest CV, including three (3) referees, copies of degrees & certificates, & copy of ID, not later than 25<sup>th</sup> January 2024 to the following email address: [recruitment@sonarwalife.co.rw](mailto:recruitment@sonarwalife.co.rw)**

**Only shortlisted candidates will be contacted for further recruitment steps.**

**Done at Kigali on 19/01/2024.**