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# Hiring!

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Insurance Co

Tanzania

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## CUSTOMER SERVICE POINT MANAGER - (DAR ES SALAAM)

### QUALIFICATION

- Bachelor's degree in insurance and risk management / any business-related field.
- A minimum of 5 years of experience in a similar position in the industry.
- Other professional insurance qualifications will be an added advantage.
- Experience in the Dar Es Salaam business environment will be an added advantage.

### JOB SUMMARY:

The role is responsible for enhancing business production, delivering exceptional customer service, promoting the Company's products, and overseeing the general administration of the City Centre Office.

Submit your CV and Academic Certificates  
[career@heritageinsurance.co.tz](mailto:career@heritageinsurance.co.tz)

**Deadline: 17<sup>th</sup> December 2025**

*Only shortlisted candidates will be contacted.*

### RESPONSIBILITIES

- Manage a Dar City Centre Customer Service Point Office and oversee brand promotion in the Coastal regions, including Mtwara and Lindi.
- Develop and implement short- and long-term plans to ensure the customer service point meets set targets.
- Develop a strategic plan to increase the direct business portfolio for the Dar CSP Office
- Recruitment of intermediaries such as brokers, banks, and agents, and managing relationships with them.
- Build and maintain strong business relationships with all channel partners, ensuring delivery of quality service to them and other clients
- Ensure full compliance with statutory and regulatory requirements
- Conduct regular training sessions and provide technical support to intermediaries.
- Serving all the stakeholders

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## SENIOR UNDERWRITING OFFICER - (DAR ES SALAAM)

### QUALIFICATION

- Bachelor's degree in insurance and risk management, actuarial science / any business-related field.
- A minimum of 5 years of experience in a similar position in the industry.
- Other professional insurance qualifications will be an added advantage.
- Competency in risk assessment and a strong relationship with intermediaries.

### JOB SUMMARY:

The role is responsible for ensuring that the company's business is professionally written to acceptable standards within the underwriting guidelines and arrangement of reinsurance as per the Company's reinsurance treaty program.

### RESPONSIBILITIES

- Analyze and assess proposals and risk notes and report to the underwriting Manager on the need to carry out surveys for medium to large-sized risks.
- Ensure quotations allocated are approved within the agreed turnaround time.
- Accept both motor and non-motor proposals that meet acceptable underwriting standards
- Approve risks pending in Premia and Smart Policy in accordance with internal policies and procedures.
- Provide exemplary customer service to intermediaries and direct customers by addressing their inquiries promptly and delivering high-quality service
- Provide technical support and training to intermediaries during the underwriting process

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