



**Job Title: Motor Claims - Technical Manager**  
**Business Unit: Technical - Claims (Motor)**

### Job Summary

The role involves overseeing and implementing MUA recovery procedures, as per set KPIs and targets while ensuring compliance to the established framework and reporting requirements. This also includes managing reserving practices, claims' files reviews, Close File review and management reporting. . Additionally, the position entails monitoring litigation cases, maintaining the Litigation Register, coordinating with legal advisers and overseeing the sale of wrecks process within specified deadlines and KPIs.

### Main Responsibilities

- Ensure the recoveries due to MUA are received within the shortest timeframe.
- Deploy Action Plans for enhanced cooperation with Third Party Insurers for swifter negotiations and settlements.
- Achieve monthly target and report on same to Higher Management.
- Liaise with legal advisors for Court Cases and Out of Court Settlement cases.
- Attend Court when necessary.
- Facilitate communication within the department among staff members, relaying information promptly to enhance team efficiency and spirit.
- Assess on regular basis, the performance of team members and provide constructive feedback.
- Identify learning and development needs of team members.
- Promote a customer focused culture.
- Coach team members to improve their competencies on both technical and soft skills, thus enhancing delegation and development.
- Lead and motivate team towards excellence.
- Grow and nurture a talent pipeline thereby ensuring the accomplishment of individual, department and MUA group objectives.
- Monitor strict adherence of team members to internal rules and regulations.
- Lead and implement operating processes and process review and tools to efficiently manage the department.
- Analyse the department's workforce requirements and participate in the recruitment process as and when required.
- Take necessary steps to foster a positive, healthy and safe work environment and ensure good running of equipment.
- Be a dedicated team player living the values of our customers' CARE charter and the values of MUA.

## Job Requirements

- Law or Law and Management degree or any other equivalent qualifications.
- ACII would be a definite advantage.
- 10 years of experience in relevant field.
- Well versed with court proceedings.
- Knowledge in motor claims processes and insurance market
- Experience in handling complex claims.
- Proven Management Skills
- Excellent communication and interpersonal skills.
- Ability to manage and coach a team.
- Strong knowledge about the Motor Insurance Business and relevant financial reporting
- Ability to interact effectively with Higher Management
- Ability to train colleagues and provide effective presentations
- Dedicated, flexible and motivated professional

**Interested candidates are requested to send their CV on [recruitment@mua.mu](mailto:recruitment@mua.mu)**

The company reserves the right to call only the qualified candidates for the selection exercises.

Applications received after the closing date might not be considered.

The company also reserves the right not to proceed with the vacancies.