Asco Motors
Let's Go with Asco!

Position Description

Vacancy Title: **Insurance Support Officer**

Location:

Reports To: **None**

Objective

The Insurance Support Officer manages insurance-related matters for Asco's fleet of vehicles, ensuring financial and operational risks are effectively controlled. The role supports budget oversight through the review insurance-related expenses and reports directly to the Team Leader – Financial Service.

Outcomes

Organisational Stakeholders

1. Insurance Claims and Financial Performance

- Ensure timely settlement of insurance claims within 30 days.
- Deliver weekly and monthly pending claim reports to Government and the Financial Services Manager.
- Complete monthly invoicing for rental reimbursements and pro-rata refunds.
- Monitor and reconcile insurance expenditure within allocated budgets.
- Prepare monthly rental cost analysis and insurance reconciliation.
- Secure recovery of insurance excess and reimbursements through consistent follow-up.
- Maintain accurate records of insurance payments and vouchers for audit and compliance.

2. Insurance Process Efficiency and Compliance

- Develop standardized insurance processes for government and corporate customers.
- Renew insurance premiums for fleet and lease vehicles before due dates, supported by market value assessments.
- Prepare and submit market analysis documentation for all lease vehicles.
- Manage end-to-end insurance claims processing, from vetting to resolution.
- Implement emergency protocols including accident response, towing, and immediate claim initiation.
- Support Phase 7 delivery activities through accurate insurance documentation.

3. Fleet Risk Management and Operational Continuity

- Identify potential insurance and fleet risks and implement mitigation strategies.
- Monitor accident repairs and parts orders weekly to minimize downtime.
- Maintain updated vehicle return registers with the Service Team.
- Arrange rental replacement vehicles promptly, tracking expenses and pursuing refunds.
- Coordinate ETA updates for parts with Service and Parts Managers.

4. Stakeholder Engagement and Customer Service

- Liaise with insurers, brokers, government departments, service teams, and users nationwide.
- Expedite claim resolutions through collaboration with brokers and providers.
- Inform government departments and operations teams on insurance processes and expectations.
- Deliver half-yearly insurance awareness sessions to Service and Panel Managers nationwide.

5. Reporting, Data Analysis, and Governance

- Issue monthly accident and insurance performance reports by the 5th of each month.
- Distribute weekly accident reports to Financial Services and Government stakeholders.
- Analyze fleet insurance metrics including claims history, policy effectiveness, costs, and trends.
- Generate actionable insights from insurance data to support continuous improvement.

6. Capability Development and Knowledge Transfer

- Complete role-relevant insurance and cyber security training in coordination with the Training Department.
- Learn and apply GPS system functionality with Technical Support.
- Provide guidance and training to team members on insurance policies and procedures.
- Undertake additional duties as assigned to support Financial Services Manager and Team Leader objectives.

Responsibilities - Key Competencies

Competence	Description
Business	
Business Performance	Manage the performance of the organisation.

Competence	Description
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Business Administration, Management Studies, Accounting/Finance	or a related field.

Work Knowledge and Experience

Ability to develop product manuals and deliver training programs.

Strong analytical skills with proficiency in MS Office and related systems.

Team player with the ability to work independently.

Attention to detail and strong numerical skills.

Effective problem-solving skills.

Willingness to perform duties in outdoor environments and undertake domestic travel as required.

Knowledge of Insurance process – Accident related and Insurance Policies

Enhanced understanding of other operational matters.

Requirements

Regulatory Compliance Requirements

Enhanced knowledge in other FS business sectors (GPS).

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
Internal		
	All departments..	
External		
	Insurance Service Providers and Brokers..	

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Detail oriented	Attends to the small elements of a task/activity, ensuring completeness and accuracy.
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Forthright	Speaks out frankly without hesitation, showing a direct manner.
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Team Oriented	Enjoys being with others as part of a group or team.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Disciplined/Systematic	Is controlled in conduct, shows an orderly pattern of behaviour, following a methodical and thorough approach.
Numerate	Shows abilities in quantitative thought and expression.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

Interested applicants are invited to submit their applications via the online portal, including a cover letter and updated CV. Only shortlisted applicants will be contacted for the next stage of the recruitment process.

Contact for Enquiries

Contact Name: Grace Naleba

Contact Email: grace@maxumise.com

Further Contact Information: Maxumise Office Ph: 3303137 | 7733137

Closing Date: 06 Feb 2026

Contact for Enquiries

Contact Name: Grace Naleba

Contact Email: grace@maxumise.com

Further Contact Information: Maxumise Office Ph: 3303137 | 7733137