

› Claims Handler

About you

You must be outgoing and have a positive attitude, an eye for detail and an ability to relate well to people. Excellent communication and listening skills are important and you need to be one who finds teamwork energising. You must be able to work accurately within tight deadlines.

Main Responsibilities

- Answer incoming telephone calls promptly and deal with all incoming electronic instructions within required service levels.
- Process & interpret information relating to the incident and input accurately into IT systems.
- Assess claim details and decide whether to accept the claim against agreed risk criteria.
- Explain the claims and payment and applicable claim settlement.
- Collecting accurate information and documents to proceed with a claim.
- Ensuring the customer is treated fairly and that the customer receives excellent service in accordance.
- Seeking legal recovery of monies paid out.
- Adhering to legal requirements, industry regulations and customer quality standards set by the company.
- Liaising with medical and legal experts on claim related matters.

Skills and experience

- Fluent language skills must be of a high standard both spoken and written. French speakers will be given preference. Any other languages would be considered an asset.
- Track record of achieving results.
- Full on the job training will be provided Explain the claims and payment and applicable claim settlement.
- Insurance or legal related qualifications towards ACII would be considered an advantage but not necessary as training will be provided as applicable.

Critical skills

Language Skills are necessary: French, Italian and English. Other languages are necessary and salary will reflect the language skills.

Salary

A competitive salary will be offered to the right candidate.

Contract

Full time

If you are interested in applying for this position and have the minimum skills as outlined above, please send your CV and covering letter, quoting the job title, to cschranz@idassure.eu

The person will be engaged with IDA Insurance Limited, a subsidiary of DAN Europe.