



FORWARD EMPHASIS INTERNATIONAL Job Specification			
<b>Job Title :</b>	Experienced Motor Claims Handler	<b>Job Category :</b>	Experienced Motor Claims Handler
<b>Department/Group:</b>	TBC	<b>Job No:</b>	
<b>Location :</b>	Malin Head, Co. Donegal	<b>Travel Required :</b>	TBC
<b>Level/Salary Range :</b>	On application	<b>Position Type :</b>	Full time - Permanent
<b>Applications Accepted By:</b>			
<b>CONTACT :</b> @: <a href="mailto:recruitment@forwardemphasis.ie">recruitment@forwardemphasis.ie</a> t: (074) 93-87000		<b>MAIL :</b> Malmar House Malin Head, Co. Donegal, Ireland	
JOB SPECIFICATION			
<b>ROLE BRIEF</b> <p>Forward Emphasis International is seeking an experienced Motor Claims Handler to join our claims team. As a claims handler, you will be expected to deliver and perform day-to-day tasks pertinent to the team's activity with a major focus on quality, accuracy, service level agreements (SLA 's), procedures and process improvement.</p>			
<b>ROLE RESPONSIBILITIES</b> <ul style="list-style-type: none"> <li>▪ Responsible for the management of claims from first notification to settlement and ensuring fair settlement of valid claims</li> <li>▪ Liaising with customers, brokers and third parties on claims submitted and ensuring that any issues are resolved satisfactorily and without delay</li> <li>▪ Manage the administration, investigation and settlement of motor claim damage claims</li> <li>▪ Handling all incoming telephone and written communication from customers</li> <li>▪ Proactively manage a portfolio of cases to achieving a settlement, within the designated personal authority level, in line with established standards, procedures, and guidance provided</li> <li>▪ Efficiently organise the relevant evidence and information to accurately assess the value of a claim and to highlight potentially fraudulent claims</li> <li>▪ Demonstrate an advanced standard of technical claims competence for handling moderate to high complexity material damage claims</li> <li>▪ Negotiating fair settlements in line with the Company standards to obtain optimum settlement for the company and customer.</li> <li>▪ Deliver excellent customer service and deal effectively with referrals, escalations and</li> </ul>			





complaints in accordance with CPC requirements

- Manage customer interactions in an efficient, courteous and timely manner in order to deliver high standards of customer satisfaction
- Ability to build relationships with loss adjusters, solicitors and other legal and claims professionals
- Provide a high standard of customer service and adherence to legal and regulatory requirements
- Provide first-class customer service to ensure client and customer satisfaction
- Assist in onboarding and training new colleagues

#### **PERSON SPECIFICATION**

##### **ESSENTIAL SKILLS**

- Minimum 1 years' Motor Claims experience
- Successful candidate must be minimum APA qualified
- High level of interpersonal and communication (verbal/written) skills
- Self-motivated with the ability to work on your own initiative and a desire to develop knowledge and experience.
- Strong knowledge of contracts of insurance, especially motor policies
- Must be self-motivated, flexible and capable of working to critical deadlines whilst using their own initiative to resolve issues that may arise
- Have an assertive, structured and positive approach to negotiations

##### **BENEFITS:**

- Educational support to complete the CIP exams; and training & development opportunities
- Flexible work from home arrangements
- Career progression opportunities
- Incentives, bonus pay and overtime
- Insurance discounts
- Employee referral schemes

