

FORWARD EMPHASIS Job Specification			
<b>Job Title :</b>	Claims Processor	<b>Job Category :</b>	Claims Processor
<b>Department/Group:</b>	TBC	<b>Job No:</b>	
<b>Location :</b>	Malin Head & Buncrana, 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	
<b>JOB SPECIFICATION</b>			
<p><b>Claims Processor – Join Our Team!</b></p> <p><b>Role Overview</b></p> <p>Join our team and help us deliver exceptional service to customers of a leading Private Health Insurer! As a Claims Handler, you'll be key to ensuring that customer claims are handled smoothly, efficiently, and in a way that meets – or even exceeds – expectations. You'll focus on day-to-day tasks, like processing claims, ensuring accuracy, and contributing to ongoing improvements in our processes.</p> <p><b>What You'll Do</b></p> <ul style="list-style-type: none"> <li>Record claim notifications accurately, request any necessary documents, and process claims (settle, decline, or pend) in a timely and efficient manner.</li> <li>Take ownership of claims from start to finish, ensuring smooth and timely settlements.</li> <li>Offer helpful, accurate advice to claimants, using your knowledge of policy terms and conditions.</li> <li>Review your allocated cases and aim to settle them within your authority, following company standards and procedures.</li> <li>Interact with customers professionally and courteously, ensuring high customer satisfaction at all times.</li> <li>Collaborate with customers and their representatives to maintain excellent service and smooth operations.</li> <li>Support new team members by providing guidance and sharing your expertise.</li> <li>Work towards obtaining your minimum insurance qualification and continue learning through CPD (Continuing Professional Development) as needed.</li> <li>Contribute to the team's overall goals and success by working collaboratively and sharing ideas.</li> </ul>			
<b>PERSON SPECIFICATION</b>			
<p><b>Who We're Looking For</b></p> <p><b>Qualifications and Experience</b></p> <ul style="list-style-type: none"> <li>A levels, Leaving Cert, or equivalent, with passes in English and Maths – this will help you through regulatory training and exams.</li> </ul>			

**Skills We Value**

- Basic computer skills and knowledge of Microsoft Office.
- A positive, team-oriented attitude with a focus on supporting others and being flexible.
- Great communication skills, both written and spoken.
- A self-motivated approach with the ability to meet deadlines and manage your workload independently.
- Strong attention to detail and a commitment to delivering high-quality work.

**Nice to Have**

- While no formal insurance experience is needed (we 'll train you!), knowledge of the Consumer Protection Code and Central Bank of Ireland Regulatory Requirements is a plus.
- Qualifications like APA or CIP, or a degree would be an added advantage.

**What We Offer**

- A clear career progression path, with the opportunity to earn insurance qualifications and advance your career in sales.
- Competitive salary with performance-based incentives, bonuses, and overtime opportunities.
- 20 days of paid holiday to relax and recharge.
- Discounts on insurance products.
- Employee referral schemes – bring your friends and earn rewards!
- A fun and social work environment with regular team events and activities.
- Full support for your ongoing learning and development.

**Additional Requirements**

- A secure internet and mobile connection for remote work (if applicable).