



FORWARD EMPHASIS INTERNATIONAL Job Specification			
Job Title:	Claims Processor	Job Category:	Claims Processor
Department/Group:	TBC	Job No:	
Location:	Malin Head, Co. Donegal	Travel Required:	TBC
Level/Salary Range:	On application	Position Type:	Full time - Permanent
Applications Accepted By:			
CONTACT: @: recruitment@forwardemphasis.ie t: (074) 93-87000		MAIL: Malmar House Malin Head, Co. Donegal, Ireland	
JOB SPECIFICATION			
ROLE BRIEF To provide a quality service to the customers of a leading Private Health Insurer that will meet or exceed the Insurer's expectations. A claims handler 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.			
ROLE RESPONSIBILITIES <ul style="list-style-type: none"> ▪ Accurately record claim notifications, request relevant supporting documentation and settle/decline/pend claims in a timely manner ▪ Manage claims from first notification through to settlement ▪ Provide effective and accurate advise to claimants based on a strong working knowledge of policy terms and conditions ▪ Review allocated cases and achieve settlement, within designated personal authority level, in line with established standards, procedures and guidance provided ▪ Manage customer interactions in an efficient, courteous and timely manner in order to deliver high standards of customer satisfaction ▪ Interact with customers directly and/or liaise with their Delegated Authorities to ensure the highest level of service and continuous operational efficiency ▪ Provide assistance where required in the training of new team members ▪ Ensuring that you achieve the minimum insurance standard qualification within the time frame and comply with the CPD requirements where appropriate ▪ Successfully contribute to the development and delivery of the teams goals, objectives and results 			





PERSON SPECIFICATION

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Educated to A level, Leaving Cert or equivalent having received passes in English and Maths, demonstrating sound academic skills and background in order to undertake regulatory training and exam process.

ESSENTIAL SKILLS

Computer literate with knowledge of Microsoft office programmes

Willingness to work positively within a team environment with strong emphasis on support, flexibility and efficiency

Excellent communication skills both written and oral

Must be self-motivated, flexible and capable of working to critical deadlines whilst using their own initiative

Excellent organizational, interpersonal and communication skills

Accuracy and attention to detail and high quality standards are a vital component of the position

No formal insurance experience required as full training is provided, however the following is preferable:

- Full working knowledge of Consumer Protection Code & Central Bank of Ireland Regulatory Requirements.

PREFEREED SKILLS

APA or CIP qualification

Educated to degree level

Last Updated By :	Claire McLaughlin	Date/Time:	24/01/2019
--------------------------	-------------------	-------------------	------------

