

Claims Advisor

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Company: The City Recruiter

Location: Manchester

Category: other-general

Motor Claims Handler - FNOL Team

Manchester City Centre

£23,000 - £25,000 basic + uncapped commission

Due to business growth we have 4 brand new opportunities to join a leading law firm, specialising in their motor division, playing a huge part in motor claims, and coordinating repairs for customers who have had accidents.

This is a purely customer service focused role, you will answer inbound calls, take down information regarding damage to their vehicles, and what repairs are needed. You'll then speak with garages on behalf of the client to repair any damages incurred, providing updates throughout.

As part of the 'First Notification of Loss' team we are looking for customer service superstars who has skills in empathy, and compassion, as your the first person they speak with after being in an accident. It's important to be there for them, and assist with anything they need through to close of the case.

* Book repairs

- * Communicate and update your customers
- * Monitor the repairs progress
- * Report back to management
- * Maintain strong relationships with garages & clients
- * Have a customer focused approach, minimising any delays and pushing on repairs

Progress with us:

With over 20 years of experience in the field we also have various other departments, working on all types of cases, so for you this could be a foot through the door into the legal and law world, allowing you to further develop your customer service skills in an ever growing industry.

Fantastic work-life balance:

- * 8-4 shifts 2 weeks out of 4
- * 10 - 7 shifts 2 weeks out of 4

Rewards include:

- * Employee of the month awards
- * Lunches and treats provided in the office
- * Day off for your birthday plus a gift
- * Free access to wellbeing and mental health support

* Company social events all paid for (sometimes including overnight stays)

* Your child's first day of school off work

* Dress down Friday every week

* No bank holiday working

* Employee of the Month awards

* Long service bonus

* Extra holidays given for 100% attendance.

Please apply today!

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