

Field Adjuster CCA (North West)

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Company: Claims Consortium Group

Location: United Kingdom

Category: business-and-financial-operations

Linked to continued growth Claims Consortium Adjusting are looking for a Property Loss Adjuster. The ideal candidate will have or are working toward relevant professional qualifications, with experience of handling domestic and/or commercial property losses over £25,000.

Where Remote role based in and around the North West of England.

When: hours per week.

Salary: £28,000 - £50,000 DOE + Company Car and benefits package.

What you will be doing:

Conducting site visits and assessments to establish the cause and quantum of Insurance claims.

Empathising and engaging with the customer to ensure that they are treated as an individual.

Taking the time to consider the impact of the claim and the required claim stages on the customer. Maintaining confidentiality and high personal ethical standards throughout.

Appropriately obtaining high quality information by investigating in a timely manner, supported by site notes, photographs, witness statements, and other appropriate evidence.

Understanding the relevance of the information obtained to decide upon a step-by-step plan to conclude the claim.

Demonstrating the confidence and knowledge to make decisions regarding policy liability, quantum and subrogation and risk management issues. Recognising when assistance is required from other colleagues when issues arise outside of the scope of the individual's expertise.

Effectively maintaining the line of communication between the various parties, thus orchestrating a successful claims outcome and creating a 'joined up' process.

Providing a high level of technical, quality and customer service commitment.

Complementing CCG's goal to be the 'best' in the market.

Remaining customer and client focused throughout the life of a claim, taking all the necessary steps to achieve customer satisfaction within the parameters of policy cover.

What we need from you:

Property claims insurance experience - essential.

As an individual, you will have a proven track record of exhibiting a professional and personal approach when dealing with customers.

To be CII/CILA Qualified or working towards.

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