

## Senior Claim Handler (Operations, Repair)

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Company: Claims Consortium Group

Location: United Kingdom

Category: business-and-financial-operations

We are looking for Senior Claims Handlers to join our Operations Repair team. In this position you will have ownership of your case load, allowing you to utilise your technical skills and customer service experience. You will collaborate with our contractor network, effectively resolving cases, with the aim to ensure smooth progression and timely completion of all claims, making a real impact on customer satisfaction.

**Where: Hybrid, with either our Newcastle under Lyme (ST5) or Culmhead (TA3) offices.**

**When** : Monday - Friday 8am to 8pm, core hours are 9:00am to 5:30pm. Some Saturdays on a rota basis and occasionally a bank holiday.

**Salary** : £22,500pa - £25,000pa DOE

### **What you will be doing** :

Responsible for a caseload of claims, where you will run the repair journey for the customer and be their key point of contact.

Planning the claim journey and next steps at all times and agree these with the contractor and or customer.

Provide coaching and support to contractors, advising them on policy queries.

Use a variety of communication approaches to build rapport and a positive relationship to help manage the customer predicament and deliver the right outcome.

Review and approve contractor variations or estimates from third party suppliers.

### What we need from you:

Previous Insurance industry experience (Household)

Cert CII desirable but not essential

Previous customer service experience

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