

Job Description

Job Title:	Claims Administrator
Reports to:	Managing Director
Hours:	Monday to Wednesday, 9 am to 5.30 pm, 22.5 hours per week.

The role

- Administration of insurance claims and bordereaux
- Ensuring all details are added correctly onto our claims system
- To ensure that claims are dealt with in a timely manner
- To handle calls and queries from customers and clients by email and other means as well as communicating with loss adjusters and insurers
- Assist sales team in answering general calls

What we are looking for

- Excellent communication skills both written and verbal, to include good English grammar
- Ability to be organised and prioritise workload
- Good customer service approach on the phone and in writing
- Confident telephone manner
- Good IT skills and knowledge of MS Office applications including word and excel
- Attention to detail, ensuring accuracy at all times
- A professional approach, with the ability to use initiative and resolve issues proactively
- A can-do manner and willing to adapt.