

Job Description for Claims Handler

Job Title	Clams Handler
Name	
Employing Company	Guardsman Industries Ltd
Regulated Entity	Guardsman Industries Ltd
Effective Date	
Reports to	
Other responsibilities include	N/A
Regulatory Function	N/A
Regulatory Description	N/A

Summary of role	The role of the Claims Handler in the Claims Resolution team is to process consumer claims. You will be expected to follow set processes from assessing, ordering parts to alternative resolutions. You will be dealing with inbound and outbound calls and you will be required to regularly update the consumers on the files that you will handle. In addition, you will deal with manufacturers and retailers and offer support to other departments within the company. You will be required to work to set objectives. This is a fast-paced work environment that requires people who are highly organised and capable of working with high volumes of work.
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Main Duties	<ul style="list-style-type: none"> • Maintain claims allocated to you within the set SLA's • Make formal assessments on claims to decide if they are covered under the policy terms and conditions • Make cost effective decisions on all claims handled • Raising Purchase Orders • Updating consumers on all actions taking • Liaise with manufacturers and retailers • Update weekly reports to track where you are against SLA • Telephones to be answered within set SLA • Emails to be responded to within set SLA • Handle complaints in the correct manner as set by the underwriters • Adherence to the business Service Level Agreement targets • Perform other duties as assigned
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- **Qualifications and skills/experience**

Essential:

- Proficient in Microsoft Office applications – Word, Excel, PowerPoint, Outlook
- Excellent communication skills
- Excellent customer service skills
- Good attention to detail and accuracy when entering information onto SAS (Internal computer system)

Stakeholders/structure team/reporting line

- Reporting to Claims Manager

Logistics: salary/travel/location/shift/start date

- Office location Abingdon, Oxfordshire

Equal opportunities:

The Amynta Group and Guardsman Industries are both equal opportunity employers. Both Companies are committed to being inclusive employers and welcome applications from all suitably qualified applicants irrespective of their background.

This job description provides a high-level review of the types of work performed. Other job-related duties may be assigned as required.