

**Job Description: Claims Handler – part-time**

<b>Job Title</b>	<b>Claims Handler</b>
<b>Employing Company</b>	Guardsman Industries Ltd
<b>Regulated Entity</b>	Guardsman Industries Ltd

<b>Summary of role</b>	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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<p><b>Main Duties</b></p> <ul style="list-style-type: none"> <li>• Maintain claims allocated to you within the set SLA’s</li> <li>• Make formal assessments on claims to decide if they are covered under the policy terms and conditions</li> <li>• Make cost effective decisions on all claims handled</li> <li>• Raise purchase orders</li> <li>• Update consumers on status of their claim</li> <li>• Liaise with manufacturers and retailers</li> <li>• Update weekly reports to track where you are against SLA</li> <li>• Answer telephones within set SLA</li> <li>• Respond to emails within set SLA</li> <li>• Handle complaints in the correct manner as set by the underwriters</li> <li>• Adherence to the business Service Level Agreement targets</li> <li>• Perform other duties as assigned</li> </ul> <p>• <b>Qualifications and skills/experience</b></p> <p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Proficient in Microsoft Office applications – Word, Excel, PowerPoint, Outlook</li> <li>• Excellent communication skills</li> <li>• Excellent customer service skills</li> <li>• Good attention to detail and accuracy when entering information onto internal computer system</li> </ul>	
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**Stakeholders/structure team/reporting line**

- Reporting to Claims Manager

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

- Office location Abingdon.
- No less than 18 hpw - Monday and ideally a Tuesday and Friday

**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.