



WE'RE HIRING

We're looking for passionate and dedicated people to work with us



Claim Handler

fixed term contract 6-12 months

The role of the Claims Handler in our Claims Resolution team is to process consumer claims, working to set objectives. These include being able to follow set processes from assessing, ordering parts to offering alternative resolutions. You will be dealing with inbound and outbound calls, and you will be required to regularly update the consumers on the claims that you will handle. In addition, you will also be expected to liaise with manufacturers and retailers as well as providing additional support to other departments within the company. This is a busy and varied role, so requires a forward thinker, and someone who is used to a busy customer service environment.

What will your day look like?

- Manage and progress customer claims allocated to you within the set SLA's
- Make formal assessments on those claims to determine if they are covered under the policy terms and conditions
- Be aware of and ensure cost effective resolution decisions are being made on all claims in your allocation
- Raising purchase orders to allow technicians to complete the work given to them
- Ensure continual updates to the consumer on how their claim is progressing, next steps and negotiating suitable outcomes for them while confirming to the standards set by the Financial Conduct Authority
- Liaising with manufacturers and retailers to ensure correct parts are ordered and chasing up if there are delays
- Update weekly reports to show visibility of the progression of claims allocated to you for the purposes of auditing
- Ensure telephone calls and emails are answered or responded to within the set SLA's
- The ability and confidence to handle complaints in the correct manner as set by the underwriters and the regulator
- Adherence to the business SLA's is paramount to this role
- Perform other duties as assigned



Your experience

ESSENTIAL:

- Basic office organisational and administrative skills
- Proficient in using Microsoft Office applications – particularly Word, Excel, PowerPoint and Outlook
- Good communication skills
- Good customer service skills

USEFUL:

- Being able to follow work instructions
- Ability to multi-task / manage multiple claims in a fast paced environment

Additional information

- 37.5 hour working week - Monday to Friday 8:30am - 5:00pm
- 1 hour lunchbreak
- Office based role
- Fixed term contract for 6-12 months

See yourself at Guardsman

We pride ourselves on our company aim, to help everyone enjoy and be proud of their furniture; by providing furniture insurance that covers for accidental stains and damage, or offering care and repair furniture products sold through Amazon. And being part of a large organisation, gives us the support to invest in not only the business, but also the people who work for it.

We believe it is the quality and commitment of our people that gives us our leading edge, and are proud to say that some members of the team have been at Guardsman for over 25 years. We are committed to the ongoing professional development of all our staff ensuring a personal development plan forms part of their yearly objectives.

We value diversity in our team and welcome applications from all suitably qualified people. Our progressive personnel policies seek to accommodate individual circumstances and requirements. All staff are expected to support and promote the principles of diversity and inclusivity to the full.

Next Steps

If you are interested in the role, please contact careers@guardsman.co.uk with a copy of your CV and a covering letter outlining your specific interests and motivations for the role, stating your current salary and availability.

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.