

Direct Group Limited

Job Description



Job Title: Conversation Management Investigator	Department: <i>Direct Group Investigation Services (DGIS)</i>
Reporting to: <i>Head of Investigation Services</i>	Director: <i>Chief Operating Officer</i>
<p>Overview:</p> <ul style="list-style-type: none"> • <i>Conduct Interactive Telephone Interviews</i> • <i>Liaison with Clients</i> 	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • <i>Detailed knowledge of what constitutes Insurance Fraud</i> • <i>To produce high quality Investigations</i> • <i>Typically 3 maximum 4 initial screening calls and reports a day and as required 1 secondary screening and report a day</i> • <i>Ensure claims are processed according to DG and client philosophy</i> • <i>Achieve a "Savings Rate" in line with targets</i> • <i>As part of a team, achieve consistent financial results in line with targets</i> • <i>Achieve consistent ratio of incoming: settled claims</i> • <i>Liaise with key clients.</i> • <i>Identify any opportunities and escalate to DGIS Co-ordinator</i> • <i>Support other DGIS staff as and when the need dictates</i> 	
<p>Components:</p> <ul style="list-style-type: none"> • <i>Have a detailed knowledge of insurers' policies and good understanding of the wordings used throughout the market</i> • <i>Working knowledge of evaluating and handling "intelligence"</i> • <i>Conducting validation enquiries of customers (KYC enquiries)</i> • <i>Conducting validation enquiries of claims with hotels/airlines/police/etc in the UK and overseas</i> • <i>Conducting initial screening Telephone Interviews (ITI) and reporting on same</i> • <i>Assist in training and development of new staff</i> 	
<p>Skills/Qualities/Experience:</p> <ul style="list-style-type: none"> • <i>Demonstrate good interpersonal skills and to maintain positive working relationships at all levels within the organisation and externally</i> • <i>Can represent the organisation in a professional manner</i> • <i>Demonstrate a structured approach and effective time management skills including the ability to juggle competing priorities to meet deadlines</i> • <i>Analytical and Problem solving</i> • <i>Ability to work un-supervised</i> • <i>Application of Data Protection Act requirements and other relevant legislation</i> • <i>Ensure that communication is clear and concise and complies with DG procedures</i> • <i>Verbal and written communication to an exceptional standard</i> 	
<p>Qualification Requirements:</p> <ul style="list-style-type: none"> • <i>Good general level of education</i> • <i>High integrity</i> • <i>Strong attention to detail</i> • <i>Good accurate computer keyboard skills; proficient in Excel and Word</i> • <i>Self-motivated but also a team player</i> • <i>Diligent</i> • <i>Capable of handling sensitive and confidential material</i> 	