

# Direct Group Limited

## Job Description



Job Title: <i>Property Services Claims Controller</i>	Department: <i>Property Services</i>
Reporting to: <i>Property Services Team Leader</i>	Director: <i>Property Services</i>
Overview: <i>Handle departmental claims and perform additional tasks as may be required</i>	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> <li><i>To provide telephone claims advice and assistance in a professional manner</i></li> <li><i>Follow standard claims procedure to determine the validity of claims</i></li> <li><i>Communicating professionally with a variety of people including customers, insurers, suppliers and field advisors</i></li> <li><i>Ensure compliance with contractual and regulatory requirements</i></li> </ul>	
<p>Components:</p> <ul style="list-style-type: none"> <li><i>Answer Property Services telephone line promptly and courteously</i></li> <li><i>Responsible for the efficient handling of building and contents insurance claims and related product claims following standard procedures</i></li> <li><i>Ensure the accuracy of information recorded in the database</i></li> <li><i>Achieve service standards, company and contractual requirements</i></li> <li><i>Compose proficient letters</i></li> <li><i>Subscribe and maintain a happy team working environment</i></li> <li><i>Provide high quality and professional assistance when dealing with telephone calls and correspondence</i></li> <li><i>Report any complaints received to a department supervisor</i></li> <li><i>General office duties as and when required</i></li> <li><i>Adapt to the constantly changing requirements of the department and the company and perform additional tasks as may be required</i></li> </ul>	
<p>Skills/Qualities:</p> <ul style="list-style-type: none"> <li><i>Administration</i></li> <li><i>Communication skills (written and verbal)</i></li> <li><i>Understanding and reassuring telephone manner</i></li> <li><i>Professional attitude and appearance</i></li> <li><i>Computer literate and strong keyboard skills</i></li> <li><i>Proactive attitude</i></li> <li><i>Enthusiasm</i></li> </ul>	
<p>Qualification Requirements:</p> <ul style="list-style-type: none"> <li><i>7 GCSEs Grade C or above (including Maths and English); or</i></li> <li><i>Relevant experience</i></li> </ul>	