

Direct Group Limited

Job Description



Job Title: Recovery Claims Handler	Department: <i>Recovery Team</i>
Reporting to: <i>Liability Claims Manager</i>	
Overview: <i>To effectively process recoveries across the group and claims areas</i>	
<p>Key Responsibilities:</p> <ul style="list-style-type: none"> • <i>To be part of a specialist team processing recoveries across the group and claims areas</i> • <i>Communicating professionally with a variety of people including customers, insurers, suppliers and solicitors.</i> • <i>Ensuring compliance with contractual and regulatory requirements</i> • <i>To achieve targets and objectives as designated</i> 	
<p>Components</p> <ul style="list-style-type: none"> • <i>Achieve own and team agreed objectives and KPIs as designated by the Liability Manager and customer</i> • <i>Process day-to-day correspondence on files to agreed standards within prescribed financial limits</i> • <i>Ensure the accuracy of information recorded in the databases</i> • <i>Maintain awareness of social-legal developments which impact on claims handling and procedures</i> • <i>Deal with enquiries from both internal and external services in a professional and efficient manner</i> • <i>Adapt to the constantly changing requirements of the department and the company and perform additional tasks as may be required</i> 	
<p>Skills/Qualities/Experience:</p> <ul style="list-style-type: none"> • <i>Decision making and negotiation skills</i> • <i>Excellent communication skills (written and verbal)</i> • <i>Professional attitude and appearance</i> • <i>Attention to detail</i> • <i>Good time & priority management skills</i> • <i>Customer focus</i> • <i>Computer literate and strong keyboard skills</i> 	
<p>Qualification Requirements:</p> <ul style="list-style-type: none"> • <i>8 GCSE's Grade C or above, or equivalent</i> • <i>Relevant experience- Legal, Travel or Property claims</i> 	