

Direct Group Limited

Job Description



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