

**Direct Group Limited**  
**Job Description**



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