



i-RECRUIT

Motor Claims Handler

Our client is a dedicated provider of policyholder and third-party accident management and motor claims handling in Ireland, offering insurers, MGAs, brokers and fleet operators alike a wide range of services and technology.

We are now looking for a Motor Claim Handler to join their growing business.

Duties and Responsibilities

- Handle, and negotiate to settlement a portfolio of motor claims, and other claims- related activities associated with managing claims portfolio.
- To act as a point of referral when required for customers (insurers, intermediary and end customers / policyholders).
- To develop and maximise opportunities to promote the Business.
- Maintain a positive attitude when faced with challenging circumstances and changing business needs.
- Be flexible with time and willing to get involved in other areas of the business as directed by management
- Working in accordance with agreed standards and service level agreements.
- Operate with complete observance and in full compliance with the requirements of the Central Bank of Ireland and the Consumer Protection Code.

Skills and Experience

- Demonstrate a capability of having consistently handled claims within authority granted and a proficiency in other claims-related activities.
- Good understanding of Insurance Principles.
- The ability to understand Policy interpretation issues.
- Be a team player with a positive attitude.
- Demonstrate impartiality and a sense of fairness.
- Possess excellent communication skills, both written and verbal.
- Possess a high level of organisational skills.
- Show tact, sympathy and patience.
- Demonstrate excellent attention to detail and accuracy.
- Possess excellent negotiating skills.
- Have a “can do’ attitude and demonstrate a desire to deliver performance excellence.
- Have proven team-working skills and the ability to see the "big picture".
- Possess an ability to maintain focus, control and positivity under pressure.

Essential Requirements

- Minimum APA qualified. Working towards CIP.
- Possess an IT literacy and technology-orientated mindset.
- A high degree of flexibility and self-motivation.