

JOB DESCRIPTION – CLAIMS ASSESSOR

JOB TITLE

Claims Assessor

REPORTS TO

Customer Service Team Leader reporting to Customer Service Manager

LOCATION OF THE JOB

The position will be office based in Hatfield.

THE MAJOR PURPOSE OF THE JOB

- Undertake the assessment, administration and settlement of pet insurance claims ensuring all quality standards are met by adhering to defined processes
- Maintaining and building relationships with Veterinary practices and staff, with the objective of driving leads and reinforcing the partnership.
- Maintain the effective management of agreed service levels
- First line complaints handling in line with the company's complaints procedure.
- Liaising with our Vet groups and third parties via effective communication.
- Completion of relevant administration duties associated with the fulfilment of the role.
- Ensure you are aware of all regulatory responsibilities in regard to FCA and TCF principles and guidelines and adhere to them.
- To adhere to GDPR – General Data Protection Regulations (2018)
- Ensure you keep yourself up to date and adhere to the industry regulations and company procedures where required.
- Be aware of potential risks within the business that may affect your immediate area of responsibility.
- Undertaking work of a related nature or performing duties other than or in addition to those outlined above upon request.
- To become familiar with our purpose and values, making it be core to everything you do and with all interactions with colleagues, our partners and customers must be representative of these values.

KEY RESULT AREAS

- To provide first class customer service when dealing with all requests, challenges, and account maintenance.
- Achieve or exceed agreed service levels and key performance indicators (KPI's)
- Call handling – the quality of calls handled must be in line with the needs of the customer, and consistently exceed the customer's expectations.
- Ensure all queries/tasks from customers, Veterinary Relationship Management Team and Practices assigned to the Team are dealt with promptly and professionally
- Provide support to the VRM's when dealing with queries including attending training session with practices.
- Be able to effectively explain all aspects of a policy and or claim to the customer in a concise and clear manner.
- Ability to demonstrate excellent verbal, listening and written communication, as well as relationship and rapport building skills to be able to deliver expected high level of service and results.
- Handle any objections by the customer in a calm and empathetic manner.

- Use and navigate around computer systems and databases proficiently, ensuring when updating details/data entry the information is always entered accurately .
- Undertaking when required the completion of UAT testing associated system core releases, change requests or new products.
- Keep up to date with all product information to ensure correct basis for claims assessment is always applied .

DIMENSIONS

Critical role in delivering to all customers – regardless of communication channel – a service in line with our vision and values as a company including ensuring that all customers are treated fairly and receive excellent levels of service, accurate and timely information always.

SKILLS AND COMPETENCIES

- A strong customer-focused approach with an understanding of the service needs of customers of premium products
- Excellent level of complaint handling skills
- Excellent verbal, listening and written communication, as well as relationship and rapport building skills.
- ‘Can-do’, pioneering attitude
- Able to demonstrate flexibility as the company continues to grow
- Exceptional attention to detail
- Methodical in approach to tasks
- Planning, organisational and analytical skills – especially in terms of resource management
- Strong time management and interpersonal skills
- Self-motivated and able to work independently
- Strong communication skills in a variety of media
- Solid understanding of computer software packages including: MS Excel, Word and PowerPoint
- Understanding of FCA regulations and principles

QUALIFICATIONS

- Qualified Veterinary Nurse

TECHNICAL EXPERIENCE

- A solid understanding of MS Excel/Word. These two applications are used most frequently in the production of reports and other tools used by the business both internally and externally.

KEY RELATIONSHIPS

Internal

Customer Service Manager and Team Leader –

- Ensuring all processes correctly implemented and adhered to

Head of Change Delivery & Regulatory Affairs and Managing Director –

- Ensuring ongoing compliance with all regulatory guidelines and regular reporting provision

Senior VRM Executive and Veterinary Relationship Managers -

- Ad-hoc support in regards to queries raised by our partner veterinary groups

External

Customer

- Ensuring excellence in regard to claims management

Veterinary Groups

- Point of contact for Veterinary Groups who have queries regarding a client's claim (in line with General Data Protection Regulatory guidelines)