

# Motor Claims Handler

Active Claims Solutions Ltd  
Lincoln  
£17,000 - £19,000 a year



Work as part of the Motor Claims team to assess our client's losses following an insurance motor claim. You will be responsible for providing the relevant services to our clients in order to support them through the process bringing the claim to completion. The role includes working with our external business partners including Insurance Companies, brokers, vehicle repairers and vehicle suppliers to ensure the smooth and effective completion of our clients claim.

## **DUTIES - The fundamental tasks of the job are: -**

- Claims liability assessment and prospects of recovery following our client's road traffic accident.
- Management of the clients claim including the repair of client's vehicle in line with industry guidelines to ensure a smooth conclusion.
- Liaising with external companies such as our lawyers and broker partners to provide robust information and case management allowing them to assist in the settlement of our clients losses
- Administration and case diary management of a designated case load within our own, in-house system.
- Work as part of a team to ensure that Service Level Agreements held by us, with our client base is met and exceeded.
- Work with clients and external partners to ensure that comprehensive documentation and monitoring notes are obtained and recorded accurately for the settlement of Insurance Motor claims in line with industry guidelines
- Adherence to H&S and HR policies and procedures
- Any other tasks as may be allocated from time to time.

## **SKILLS/QUALIFICATIONS/EXPERIENCE**

- Good level of education – at least to GCSE level or equivalent
- Customer Service experience
- Proficient in MS Office
- Communication skills

· Competent in IT

## **Competencies**

### **Personal Organisation**

Able to be organised and multi task workload, with good administration skills. Strong negotiation skills and attention to detail are required within this role.

### **Team Work**

Pro-actively engages and works with a range of internal and external contacts to ensure maximum effectiveness within the role. Uses own experience and knowledge to up-skill other members of the team.

### **Achievement Orientation**

The ability to work as part of a team and on their own to achieve company, team and personal targets.

### **Communication**

Professional communication skills; written, listening and oral

High degree of social skills when dealing with a range of people and situations.

Job Type: Full-time

Salary: £17,000.00 to £19,000.00 /year

Experience:

- Motor Claims: 1 year (Preferred)
- Customer Service: 1 year (Required)

Education:

- GCSE or equivalent (Required)

Location:

- Lincoln, Lincolnshire (Preferred)