



## Job Description

**JOB TITLE: Recoveries Handler**

**COMPANY: Active Claims Solutions**

**LOCATION: Lincoln**

**DEPARTMENT: Recoveries**

**LINE MANAGER: Gavin Cherrett**

**MAIN PURPOSE OF THE ROLE:**

Work as part of the claims negotiation team to agree settlement of claims with insurance companies following road traffic accidents following guidelines set by the Association of British Insurers

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

- Case diary management - ensure all claims are progressing and within the correct status to enable accurate monitoring and reporting
- Review liability and identify any potential issues in the recovery of costs.
- Negotiate settlement of the hire charges in line with the company procedures
- Resolve & recover uninsured losses of our client (excess, storage & recovery, AIP etc)
- Work with Solicitors and Brokers to ensure that the claim is progressing towards settlement of the hire charges
- Ensure that all required documentation for settlement of a claim is gathered in a timely manner by working with Solicitors, Insurers & Brokers in information requests from our clients
- Work towards company and individual targets
  
- Adherence to H&S and HR policies and procedures
- Any other tasks as may be allocated from time to time.

## CONTACTS/LIAISON:

Internal: All Departments

External: Clients, contractors, solicitors and insurance companies

## SKILLS/QUALIFICATIONS/EXPERIENCE

Credentials:	Essential	Desirable
Qualifications	<ul style="list-style-type: none"><li>• Good level of education – at least to GCSE level or equivalent</li></ul>	<ul style="list-style-type: none"><li>• English &amp; Maths GCSE</li></ul>
Experience	<ul style="list-style-type: none"><li>• Customer Service experience</li></ul>	<ul style="list-style-type: none"><li>• Experience of Motor claims</li><li>• Experience with the credit control or bad debt recovery industry.</li><li>• Understanding of the automotive industry</li></ul>
Skills	<ul style="list-style-type: none"><li>• Knowledge in MS Office</li><li>• Communication skills</li><li>• Strong Negotiation</li><li>• Ability to overcome objections</li></ul>	
<b>Competencies</b>		
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.	
Achievement Orientation	The ability to work as part of a team and on their own to achieve company, team and personal targets.	
Communication	Good communication skills; written, listening and oral High degree of social skills when dealing with a range of people and situations.	

Job Holder Name:	
Job Holder Signature:	
Date:	
Line Manager Name:	
Line Manager Signature:	
Date:	