



## Claims Technician European Real Estate

We currently have an exciting opportunity for a European Claims Technician to join our Real Estate Team in Cork.

### The opportunity:

Reporting to the Pan European Real Estate Manager and based in our Cork office on a hybrid basis, you will be responsible for the administration of the European Real Estate Claims.

### The role:

Your responsibilities will include:

- Administration of new claims including receiving instruction, issuing acknowledgments, data capture, risk screening and triaging
- Identify between notification only and formal claims
- Working closely with Adjusters to assist with investigation and validation enquiries
- Controlling the lifecycle of the files to drive diary management and proactive handling
- Liaising with the insured, insurers, brokers and any other stakeholders to ensure optimum customer service, becoming a point of contact for interested parties
- Liaising with our European Account Management Team
- Time reporting and billing compliant with internal standards processing and systems
- Data capture and MI production for clients as well as for internal use, including performance measurement and data integrity reports
- Ensuring company standards are met in relation to all technical and operational policies and procedures, including data protection and information security
- Account management support
- Incoming telephone calls / resolve queries
- Invoicing
- Liaising with insurers regarding monthly updates on property and liability claim sent via bordereaus

### About you - Knowledge and Experience:

We are looking for an ambitious self-starter who is highly organised and able to self-manage the workload in order to deliver consistently high-quality output. You will need to have a good understanding of Property and Casualty claims. The ability to speak Spanish is advantageous and you will need:

- Strong working knowledge of Word and Excel
- Excellent analytical skills and attention to detail
- Thrive in a high-pressured working environment
- Be driven to meet and exceed targets
- It would be desirable to hold or be working towards a professional claims qualification.

Should you wish to apply, please forward your CV and supporting cover letter to [hr.uk@mcclarens.com](mailto:hr.uk@mcclarens.com)

We look forward to hearing from you.