

Title : **Senior Claims Handler**
Reports to : **Claims Team Leader**
Based at : **Wexford Office**

Position Overview - Investigation, assessment and settlement of Claims, and in so functioning maximise Customer Service, Efficient processing of legitimate claims and repudiation / withdrawal of fraudulent claims.

Key Responsibilities & Duties

- Efficiency in prioritisation of Claims workload, Reserving in line with Patrona Claims Guidelines & Escalation of Large / Catastrophic Loss files in a timely manner.
- Proactive claims management from notification through to settlement for all claim types.
- Working closely with Service Providers to maximise service and limit costs across all claim types.
- Responsible for ensuring claims costs are kept to a minimum through efficient procedures and management of TPP's and SLA's.
- Proactive and efficient post & diary maintenance.
- The ability to review claims and establish indemnity in line with specific policy provisions.
- Ensure full compliance with all internal and external Regulations.
- Reviewing files with an eye towards increasing efficiency and data integrity.
- Identification, investigation and tactical management of potentially fraudulent claims.
- Participate in Continued Professional Development programs as provided for by the Company. Take part in and encourage our existing knowledge sharing environment within the Claims Function.
- Provide support to the other Claims team members as and when required and be open to furthering knowledge in the handling of Bodily Injury claims.
- Take part in any Ad-Hoc Projects that may arise.
- Be Compliant with the Company's Health and Safety Policy; Staff Handbook and Claim Procedures Manual.

Listed above is the current list of your duties, this may change from time to time depending on business demands.

Person Specification:

Consistent demonstration of our values

- **Trust** - commitment to honesty, transparency and fair dealing in interactions, partnerships with our clients, colleagues and key stakeholders. Ability to listen, follow through, fulfil promises and do what is right.
- **Agility** – Ability to create value for our customers by developing with our changing environment, responding quickly, logically and flexibly to the needs of the day with an efficiency that is almost instinctive.
- **Service** - Passion for strong, long-lasting relationships. Ability to create value and drive satisfaction for customers/consumers and clients during all their experiences

Important additional attributes:

- Excellent team player
- Outstanding communication and interpersonal skills
- Ability to work on own initiative and flexible with regards to attitude
- Innovative and proven track record of successful problem resolution

- Continuous learning - the desire and drive to acquire knowledge and skills necessary to perform job more effectively
- Willingness to travel as required.
- Analytical and methodical with excellent attention to detail.
- Strong influencing, sales and negotiation skills.

Qualifications and experience

- CIP qualification and evidence of up to-date compliance with CPD requirements, working towards MDI.
- Upholds professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks;
- Minimum 7 years previous experience in handling claims with 4 of that being in the specified portfolio area.
- Excellent IT skills.

Applications to:

jobs@patrona.ie