

Motor Damage Claims Handler

Overview

KennCo are currently recruiting a Motor Claims Handler based in their South Dublin office in Dublin 16. The company was founded in 2008 and it is a dedicated, Broker only Underwriting Agency, acting as a product producer on behalf of top rated European and Irish based insurers.

KennCo performs all the duties of an insurer, from underwriting, pricing, distribution, branding, broker agreements/schemes, accounts reconciliation to full claims handling and settlement. In order to perform these duties to the utmost satisfaction of the major insurers which we represent, KennCo employs high calibre experienced employees. In return, KennCo provides a positive working environment where the culture is very teamwork focused. In addition, we provide our employees with valuable experience and on the job training.

This is a full-time permanent contract and the successful candidate will report directly to the Claims Operations Manager. The Motor Claims Handler will work closely with the wider claims function and the underwriting departments.

The ideal candidate must have two years relevant prior Motor claims handling. They must be a minimum of APA qualified or grandfathered, ideally working towards CIP.

Key Duties / Responsibilities:

The duties and responsibilities of the role of the Motor Claims Handler will include but will not be limited to:

- Providing excellent customer service for customers whilst ensuring all critical data is captured at notification stage as accurately as possible.
- Handling all incoming communication proactively to ensure the early and cost-effective resolution of all claims
- Dealing with all incoming correspondence from claimants, assessors, garages, solicitors and other interested parties to ensure that there is no escalation of claim duration and duration related costs i.e. escalation/car hire
- Desktop investigations of claims at the initial stage and where possible decide on and confirm indemnity and liability.
- Negotiating settlements of claims in a professional and fair manner with all interested parties.
- Handling an assigned workload of claims through to final settlement
- Reporting to Claims Manager with any changes in the complexity of claims, ensuring they are identified and dealt with appropriately.
- Conducting regular file and reserve reviews ensuring service standards/quality are in accordance with agreed SLA's
- Managing personal performance targets to ensure all personal and team targets are met
- Carrying out such duties as management may require from time to time.

Key Skills:

- A minimum of two years claims handling is essential.
- APA/Grandfathered status, ideally working towards CIP.

- Customer-focused and ability to agree 'win-win' situations.
- Awareness of Underwriting Principles and applicable legal and liability knowledge, claims regulations, compliance (CPC) & motor legislation.
- Methodical & structured approach to work demonstrating good problem-solving skills.
- Excellent negotiation and decision-making skills.
- Ability to work on own initiative.
- Flexible with the ability to manage and prioritise the workload in order to fully deliver on objectives.
- Excellent communication & telephone skills
- The ideal candidate will be a team player with a positive attitude, be proactive and highly motivated.

Work Location:

- Hybrid between remote working and the office
- Office location: Rathfarnham, Dublin 16, Co. Dublin

If you are interested in this position, please forward a copy of your CV and covering letter to the following e-mail address: hr@kennco.ie