

MAWDY

Job Description: **Complaint Officer**

At Mawdy we've grown consistently in recent years to become a market leader in insurance and assistance products. Our objective is to continue this profitable growth by providing the world-class customer service that our clients have come to expect.

Our company is a leader in providing claims handling services, assistance services and speciality risk products. We are looking for a committed and enthusiastic Complaint Officer who thrives in a fast-paced, customer-focused environment. Reporting to the Customer Experience Manager, the successful candidate will engage in critical analysis and examine complex information to ensure fair and impartial complaint outcomes.

What you will do:

- Manage and resolve simple and complex complaints in accordance with regulations
- Investigate all customer complaints reported by reviewing customer submission, case notes, correspondence, call recordings & provider records as required
- Evaluate disputes objectively to determine whether to maintain or overturn case decisions
- Build relationships with internal and external stakeholders
- Complete Root Cause Analysis (RCA) on all Fully Upheld & Compromise complaints to identify and reduce recurring themes
- Send Corrective Actions to relevant parties
- Ensure that regulatory timescales in complaint handling are adhered to, & any risk of non-adherence is escalated to management & the compliance team as soon as identified
- Adjudicate the outcome of the complaints to ensure fair and equitable outcomes
- Provide a response to complainants on the outcome of the investigation
- Resolve contentious issues with tact and empathy
- Inspire open engagement from Complainants and internal stakeholders to reach a fair and equitable resolution
- Maintain a complete record of all complaints & library of related customer contact & correspondence
- Conduct quarterly root cause & trend analysis & make recommendations to management on training & process improvement needs
- Continually develop own knowledge of the product, the Company & the industry to enhance ability to resolve complaints to the customer's satisfaction, early in the lifecycle
- Deliver on individual goals & objectives linked to the department & Company strategy

Working Hours:

Full-time: 35 hours per week, core days are Mon – Fri. As we are a 24/7 operations team an element of outside business hours/days and on call work will be expected with this role.

What we're looking for:

- CIP accreditation is preferable. APA accreditation is a minimum requirement for this role
- Experience of delivering exceptional customer experiences in a regulatory environment
- An understanding of complaint handling regulatory requirements
- Ability to undertake a 360° review of the circumstances giving rise to a complaint
- Superior written & verbal communication skills, in particular a high standard of letter writing capability & listening skills
- Strong problem solving skills and ability to manage complex cases confidently
- Good organisational skills and ability to manage multiple priorities simultaneously
- Proven ability to work independently and collaboratively

- Proficiency in MS Office applications
- The ability to translate difficult or complex messages into plain English & easy to follow written responses

Qualifications:

Any appointment will be conditional on the company being satisfied that the appointee meets the requirements as set out in the Fitness and Probity Standards issued by the Central Bank of Ireland. This requires the company to complete due diligence to assess the appointee's fitness and probity.

What we offer you:

- Service days
- Time and attendance quarterly rewards.
- Free Motor Rescue and European Travel Insurance.
- Health insurance discount.
- 20% discount on all other travel insurance outside Europe.
- Sports & social club.
- City centre office location.
- Bike to work scheme.
- Travel Pass.
- Opportunity to work with a global company based in over 27 countries.

Please note the business reserves the right to review & amend this role to incorporate the future needs of the role, department & Company, if necessary.

To Apply:

For more information on the role, please reach out to Jennifer Costello, HR Generalist (jcoste2@mawdy.com) and please attach a PDF copy of your CV.