



Senior Claims Technician European Real Estate

We currently have an exciting opportunity for a European Senior 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. You will have an oversight role across the team and monitor consistency in work quality.

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 and be CIP qualified. The ability to speak Spanish is advantageous and you will need:

- CIP qualification
- 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.
- Multilingual – Spanish is advantageous.

Should you wish to apply, please forward your CV and supporting cover letter to hr.uk@mcclarens.com

We look forward to hearing from you.