

CLAIMS ASSESSOR IPMI

Level	Level 1
Location	Navan
Department	Customer Service Centre
Reporting to (job title)	Team Manager - Ireland

To assess and settle International Private Medical Insurance (IPMI) claims quickly and efficiently whilst providing an excellent level of customer service at all times.

Key Responsibilities

Promote the best image of the Company through a professional manner, personal appearance and behaviour and adhere to company standards and procedures. Maintain the highest level of personal conduct

Proactively handle all cases from first contact advice to final resolution where possible

Develop and utilise specialist knowledge, skills and appropriate behaviours to achieve a successful case outcome

Ensure delivery of exceptional customer service throughout all communication channels

Investigate, negotiate and settle cases within an agreed authority level/KPI's and timeframes

Handle / Escalate complex cases and customer complaints

Accurately record case data and ensuring proactive case progression

Communicate decisions to customers and provide a clear and understandable explanation of case status

Recognise customer service needs and ensure all enquiries are dealt with promptly and professionally by liaising with relevant departments

Understand and follow departmental procedures and ensure compliance with FCA, Central Bank of Ireland and regulatory requirements

WHO WE ARE

Collinson is a global loyalty and benefits company.

We use our expertise and products to craft customer experiences which enable some of the world's best known brands to acquire, engage and retain customers.

While our sweet spot is Financial Services and Travel, we support multiple sectors.

 **25** locations

 **17** countries

 **1,500** clients

 **20m+**
client customers managed

 **5m+**
own customers managed

 **2,000** employees

Our Values

One Team

Drop the ego
Together mindset
Together actions

Do the Right Thing

Give a damn!
Respect for all
Make the right choices

Act Smarter

Challenge the status quo!
Better ways of working
Innovative thinking

Be Insight-led

Look before you leap!
Better insight
Deeper analysis

Adopt continuous improvement initiatives and integrate into new business processes/customer interaction efficiently

Accurately report and adhere to quality and KPI metrics on a monthly basis by implementing development needs as communicated by the Quality Team.

Assist with the handling of claims calls relating specifically to the IPMI business – from IPMI policy-holders, agents, medical providers and corporate clients.

This job description is not exhaustive and is intended to be a guide to the varied duties required within the department and the potential task requirements for the post only. It may be amended at any time with the agreement of the post holder and line manager.

Performance measures:

Accuracy of validating measured through internal and external audits

Ensure all communications are accurately processed within agreed timescales and guidelines

Ensure accurate processing of all authorisations

Provide a high standard of service, both internally and externally

Maintain a good knowledge of policy wording, underwriters' approaches and their application to claims

Role Specific

Exceptional customer service skills

Calm and capable under pressure

Assertive and confident in dealing with people at all levels

An effective team worker who demonstrates an ability to take responsibility for resolving issues/problems

Adaptable to change

Flexible approach to daily departmental tasks

Flexible approach to working hours

Knowledge, skills and experience required

Good communication skills, both verbal and written

Numerate and possessing relevant PC skills – Work & Outlook (essential), Excel (desirable)

Good attention to detail and able to work accurately to meet strict deadlines and targets

Exceptionally quality driven

Accurate and quick keyboard skills

Able to strike a balance between demonstrating empathy with the customer whilst conscious of the need to settle claims in accordance with policy wordings

Must be APA General qualified as a minimum insurance educational requirement.

Why Collinson Group?

We are driven to ensure we are viewed as a great place to work, where our people get to go home after work, feeling like they have a sense of real achievement. We fundamentally believe that our people are the main ingredient for our success, and do what it takes to help them feel a strong connection and sense of belonging to the company. The entrepreneurial spirit of our owner remains the lifeblood of our culture. Innovation sits at the heart of the business and we have a shared focus on the desire to embrace ideas and creativity through much of what we do. We don't profess to operate in a conventional manner, often favouring a different type of approach if we feel it will lead to great results. We have an enormous thirst for continuous improvement and a healthy respect for our heritage and everything that has enabled our current success. There are often times when you might feel up against it, but the majority of time, we offer a great work life balance because we believe that a happy and fulfilling life should be about more than just work.

Perks:

- Beer Fridge Friday
- Free Fruit
- Fun Fridays
- Casual Dress
- Free hot drinks
- Fun & relaxed environment
- Monthly massages
- Break room

Benefits:

- Competitive Salary
- VHI Health Steps Silver Policy
- Airport lounge access through Priority Pass membership
- Discounted Travel Insurance

If you are interested in this role, please submit your CV to susan.kerwick@collinsongroup.com



@CollinsonCareers



@CollinsonCareers



@CollinsonCareers