

We are looking for an awesome Complaints Officer to join the Cork to cover a **Maternity Leave**.

Working within a newly established business, you will be responsible for the management of complaints across our Irish-MGA products and services. You will draw upon your knowledge and past experiences to quickly establish resolutions to complaints and support a continuous improvement culture of our business through traveller, insurer and regulator insights.

What you'll be doing:

- Manage a complex portfolio of complaints across territories for all Irish-MGA managed contracts
- Act as a subject matter expert for complaint and dispute resolution process management
- Apply policy wordings, law and relevant procedures to review and resolve traveller complaints
- Maintain appropriate records of complaint handling, investigation and resolution to support appropriate auditing requirements
- Identify product and process improvement opportunities from traveller feedback, and support feedback and coaching internally, as required
- Prepare internal and external reporting on complaint management, outcomes and trends

What you have:

- A passion for travel
- CIP qualification desirable
- A collaborative approach to your work
- Strong knowledge of retail insurance policies
- High attention to detail
- Ability to appropriately prioritise
- Strong communication skills
- Strong analytical skills
- A friendly attitude and willingness to assist
- Intermediate level competence with Microsoft Excel and other Microsoft Office products
- Are a pretty all round terrific, fun, engaging, respectful, worldly type of travelling human being

If this sounds like your dream job, why not drop us your cover letter and CV!

corkrecruitment@worldnomadsgroup.com

nib travel is an is an equal opportunity employer committed to providing a working environment that embraces and values diversity and inclusion. If you have any support or access requirements, we encourage you to advise us at the time of application to assist you through the recruitment process.

Consent to the transfer of Personal Data to countries outside the EU and EEA

Context

As Nomadic Insurance Benefits Limited (a member of nib Travel) is a member of a large international group operating across a wide range of jurisdictions within the EU and outside it, we may, for operating efficiencies

and certain decision-making purposes, need to transfer personal data of potential candidates for roles within the company (or group as appropriate) to countries outside the EU/EEA.

Under the EU General Data Protection Regulation (GDPR) we are obliged to obtain your consent for such transfers and to provide information to you in order for you to decide on whether you wish to provide consent.

Personal Data covered

The personal data involved is typically that which is contained within a Curriculum Vitae (CV), Resume, reference, cover letter etc., circulated via email to HR functions in group entities in Australia and/or the United States of America (US).

Data Protection risk

Please note that Australia and the US are not included on the list of countries considered by the European Commission to provide an adequate level of data protection. While there are established data protection legislation and regimes in place in those countries, there is a risk that the protections applicable to your personal data and to the rights you may exercise over it are not the same as in the EU. By way of example, the right to erasure and to restrict automatic processing of personal data under the GDPR are not replicated in Australia. Please see here for the link to the our Company Privacy Policy: <https://www.worldnomads.com/privacy>

By applying for this vacancy, you acknowledge our Company Privacy Policy and hereby consent to the transfer of your personal data as described above to the countries identified outside the EU and EEA