

**Job Title** : **FNOL Handler**  
**Department** : **Claims**  
**Reports to** : **Claims Team Leader/Technical Claims Manager**

---

**Overall Purpose** – to provide an efficient first notification of loss process ensuring delivery of SLA's and working in a key role ensuring the Company's future success.

**Key Responsibilities & Duties**

- Pro-active and efficient registration of all new claims within prescribed SLA's.
- Communicating both verbally and in writing with Clients, Claimants, Vendors & Broker Partners.
- Full responsibility for initiating first contact with interested parties, with a view to gathering as much detail as possible.
- Appointment of external vendors as required.
- Provision of support to the Claims Department and all team members as and when required.
- Be alert in identification of potentially fraudulent claims.
- Adhere to Compliance as outlined in Staff Handbook & Procedures Manual and H&S Policy
- Diary Management to agreed levels

**Above is the current list of duties and this may change from time to time depending on business demands.**

**Person Specification:**

Consistent demonstration of our values

- **Trust** - commitment to honesty, transparency and fair dealing in interactions, partnerships with our clients, colleagues and key stakeholders. Ability to listen, follow through, fulfil promises and do what is right.
- **Agility** – Ability to create value for our customers by developing with our changing environment, responding quickly, logically and flexibly to the needs of the day with an efficiency that is almost instinctive.
- **Service** - Passion for strong, long-lasting relationships. Ability to create value and drive satisfaction for customers/consumers and clients during all their experiences

Important additional attributes:

- Excellent team player, with outstanding communication and interpersonal skills
- Ability to work on own initiative and flexible with regards to attitude
- Innovative and proven track record of successful problem resolution
- Continuous learning - the desire and drive to acquire knowledge and skills necessary to perform job more effectively
- Analytical and methodical with excellent attention to detail.

**Qualifications and experience**

- Third level qualification in a related discipline
- Committed to working to achieve A.P.A. Qualification, followed by C.I.P. Qualification
- Previous experience working in a busy office environment
- Strong working knowledge of Microsoft Office

**Applications to:** [jobs@patrona.ie](mailto:jobs@patrona.ie)