



## **Claims Handler – Belfast** **Fixed Term Contract / Permanent**

Applications are invited for the position of Claims Handler in the Claims department within the Riverside Tower location Belfast. We have both permanent and Fixed term positions available

### **About the Role**

The Claims handler will be expected to handle and settle cases in a timely, cost effective and customer focused manner.

- Conducts desk-based incident and case management
- Contain claim costs by implementing agreed processes and deploying all resources effectively
- Deliver consistency in estimating, minimize leakage and fraud
- Deliver excellent customer service
- Deal effectively with referrals, escalations and complaints where appropriate
- Participate in initiatives to deliver continuous improvement
- Conduct effective Quality Assurance program activities to validate the quality of claims handling to deliver consistent claim estimating, minimising leakage and fraud, and adherence to defined processes.
- Assist in improving the performance of our business
- Full ownership and accountability of the claims you are involved in managing
- Deliver agreed targets for customer service, settlement rate and recovery levels

### **About the Person:**

- Negotiation, influencing, judgement and decision-making skills
- Customer service, sales and customer management experience
- Problem solving and Issue resolution
- Methodical and structured approach to work
- PC and system skills
- Inter personal and Communication skills
- High level of customer service experience and ability
- 5 GSCE's Essential
- ECDL, Cert in Insurance Desirable

### **Rewarding you**

AXA Ireland offer excellent benefits including competitive market salaries, Bonuses, active sports & social, generous pension scheme and training and development programmes to give you plenty of opportunities to develop new skills and embark upon new challenges.

**Does this sound like the job for you?**

To apply please visit [www.axani.co.uk/careers](http://www.axani.co.uk/careers) and click on the link to submit your CV today

AXA reserve the reserve the right to enhance the criteria to assist in shortlisting.

“We are an equal opportunities employer and welcome applications from all suitably qualified persons from across all communities. Visit [www.axa.ie/axa-insurance-data-protection](http://www.axa.ie/axa-insurance-data-protection) to view our Job Applicant Data Protection Statement.”