



## **Customer Service & Claims Handler for Pet Insurance Brand-**

**Location:** Cork City  
**Position:** Permanent  
**Salary:** €25-30,000 depending on Experience

1 year min experience working in a customer based role dealing with customers directly.

This role is on a New team based in Cork dealing with the customers on issues regarding the policy, sales, and claims.

Answering calls in a timely manner in accordance with our Service Level Agreements. Review incoming forms and ensure claims, pre-authorised and reviews are settled within the Service Level Agreements.

You will be handling incoming calls from the general public – relating to their Pet Insurance claim, gathering any necessary information required in an efficient and timely manner, updating the system records to accurately and clearly reflect the claims journey and keeping the customer informed at all times, in accordance with the principals of Treating Customers Fairly, or as you would wish to be treated.

Additional skills we are seeking:

- Excellent written and verbal communication skills
- The ability to prioritise workloads and work to deadlines
- Outstanding interpersonal skills
- Respect for business and customer confidentiality
- Organised and methodical
- Previous experience gained within a friendly contact centre setting could be helpful
- The ability to deliver in terms of exceptional levels of customer service

Schedule Mon-Fri office hours

Benefits:

- Long term career within a Growing Business
- 20 paid days' vacation a year
- Full onsite training and development plan
- Insurance Institute Exams Paid for by the Company leading the APA / CIP qualifications affiliated with UCD

If you feel energetic and are ready for an exciting new challenge please contact us immediately, please email [Mocallaghan@capstonegroup.ie](mailto:Mocallaghan@capstonegroup.ie)