

JOB DESCRIPTION – Customer Service Advisor

jobs@generalandmedical.com

Grade: 2
Reports to: Customer Service Manager

We are keen to recruit a Customer Service Advisor into our Claims Department with excellent communication skills and experience in handling customer calls. You will manage a customer base and be able to effectively organise and analyse claims, dealing with the complete process from notification to settlement or declining as appropriate, whilst providing a consistent and quality service to all customers.

MAIN DUTIES AND RESPONSIBILITIES OF THE POST

- Listening to and understanding the individual needs of each customer
- Developing a good relationship with all clients by providing a personal service and undertaking regular contact calls to meet client requirements
- Skilful communications by phone, fax, email and written correspondence and by demonstrating capabilities to deal with a wide variety of health related claims
- Undertaking relevant training courses to support own knowledge and understanding of health and healthcare matters
- Recording accurately all events / details and actions relating to specific individuals on the database. Ensuring copies of all documents and letters which are sent out/issued are retained on the client file
- Working as a member of a Team and be active in supporting colleagues, the Team Manager and the Company
- Managing own workflow in a timely manner
- Having an understanding of how the functions of the role interlink and benefit that of other roles

Processing Claims:

- Work proactively to process claims by contact with the client and the Medical Service Providers
- Ensure a thorough understanding of the cover purchased by a client to differentiate between eligible and ineligible claims
- Works in a methodical way to present full facts to the claims decision maker in order that an appropriate decision can be made on each claim
- Ensure that all relevant data and scans are entered into the database in order that the complex reporting procedures necessary for the functioning of other departments are produced accurately
- Be able to account for actions relating to claims by using methodical accurate data input methods

Complaints:

- Takes required actions to resolve potential and existing complaints, discussing any complaints or claims that may become contentious with the Customer Service Manager

Adhering to Regulations:

- Undertake Financial Conduct Authority (FCA) Training as required and keep yourself up to date with any relevant regulation changes
- Ensure that own work is in accordance with set procedures and in such a way that it shows a full history of events, which are specific and evidenced
- Undertake Data Protection training as required and ensures working procedures adheres to the set regulations

Telephone System:

- Take appropriate incoming calls and handle as necessary
- Log all calls to the individual client record on the database

Additional: Employees may be asked to carry out tasks that are in addition to those listed in the Job Description where required and within capabilities.

Personal performance, conduct and development

Meets targets and take responsibility for own performance

Enter actively into supervision, staff development and appraisals. Remain abreast of current services offered by the company and be aware of changes to legislation by the Financial Conduct (FCA).

Work in Accordance with the company policies and procedures

Be aware of and adhere to the General & Medical policies and procedures. Work in a way that meets the statutory requirements of employees under Health and Safety at work.

Flexibility and Teamwork

Work flexibly as part of a team to meet the need of the services provided by the company. Value each team member's contribution and help colleagues to the best of their abilities.

What You Can Expect From Us

- 20K Salary – Previous Claims/Customer Service Experience Essential
- Monday to Friday: Hours are 8.45am to 5.15pm with 1 hour Lunch Break
- Access to Pension Scheme
- Sick Pay and Attendance Bonus
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Free Worldwide Multi Trip Travel Cover and discounted rate for family members
- Employee Rewards Scheme
- Free parking, tea, coffee and fresh fruit
- Friendly working environment in Peterborough – convenient location close to the A1

Send your CV through to jobs@generalandmedical.com