

## Customer Service – Call Handler

### 20K Starting Full Time Salary (equivalent to £10.25 per hour)

General & Medical are a well-established company who specialise in Health Insurance, now keen to bring in another Call Handler into our Customer Service Department with excellent communication skills and experience with customer calls and claims. Essential skills include Microsoft Office and you will need to demonstrate excellent organisation ability to manage your customer base and provide assistance. The position is telephone based with a focus on delivering a quality service to our customers.

### Responsibilities for this position:

[jobs@generalandmedical.com](mailto:jobs@generalandmedical.com)

- 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, email and written correspondence and by demonstrating capabilities to deal with a wide variety of health related claims
- 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 team member, supporting colleagues 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
- 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

### What You Can Expect From Us

- Attractive Full Time Salary – equivalent to £10.25 per hour
- Regular Monday to Friday hours – no evenings or weekend periods

- Access to Pension Scheme
- Sick Pay Scheme and Attendance Bonus
- Great Annual Leave Benefit including additional family days
- Cash benefits linked to Personal Accident, Life Cover and Critical Illness
- Monthly Employee Rewards Scheme
- Commitment to Employee Learning and Development
- Access to Wellbeing Services and Discount Scheme
- Free tea, coffee and fresh fruit
- Friendly working environment in Peterborough – convenient location close to the A1

COVID-19 precautions are in place, including screens, social distancing, sanitisation and no sharing.

Our greatest strength is our people – professional, driven yet grounded and fun to work with. If our culture sounds like a good fit for you and you want to be part of our exciting journey then please send a copy of your CV to [jobs@generalandmedical.com](mailto:jobs@generalandmedical.com)