

Claims Advisor – Customer Service

£21,000 to £23,000 Full Time Salary

Regular Monday to Friday daytime hours available with General & Medical, a well-established family-run company who specialise in Health Insurance, now keen to recruit a candidate into our Claims team with excellent communication skills and experience with customer calls. 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 office based with a focus on delivering a quality service to our customers.

Responsibilities for this position:

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, demonstrating capabilities to deal with a wide variety of health-related claims
- Recording accurately all events, details and actions relating to customers on the database. Ensuring copies of all relevant documents and letters are managed 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 Medical Service Providers
- Ensure a thorough understanding of the cover purchased by a client to differentiate between eligible and ineligible claims
- Work in a methodical way to present full facts to the claim 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
- Account for actions relating to claims by using methodical and 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:

- Regular Monday to Friday hours – no evenings, no shift work and no weekend work
- £21,000 to £23,000 Full Time Salary
- Access to Pension Scheme
- 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

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