

## Job Description: Customer Service – Claims Advisor

### £23,000 Full Time Salary

An exciting Full Time opportunity for a career minded Claims Advisor. You will be based in our Peterborough Head Office with a focus on delivering a quality service during the claims process. Working in a small, professional team, you will bring excellent communication skills based on your employment experience. As a well-established Insurance Company, we offer a fixed daytime working arrangement through Monday to Friday. Essential skills include Microsoft Office and you will need to demonstrate excellent organisational ability to manage your customer base.

### Responsibilities for this position:

- 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
- Developing a good relationship with all clients by providing a personal service
- Work 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
- Be able to account for actions relating to claims by using methodical accurate data input methods
- Listening to and understanding the individual needs of each customer
- Skilful communications by phone, email and written correspondence and by demonstrating capabilities to deal with a wide variety of health related claims
- Take required actions to resolve potential and existing complaints, escalating where necessary.
- 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

### What You Can Expect From Us

- Regular Monday to Friday hours – no evenings, no shift work and no weekend work
- Access to Pension Scheme
- Attendance Bonus
- Great Annual Leave Benefit including additional family days
- Free Worldwide Multi Trip Travel Cover and discounted rate for family members
- 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](mailto:jobs@generalandmedical.com)