

Job Description: Customer Service Assistant

£22,000 - £23,000 Full Time Salary

Regular Monday to Friday daytime hours available with General & Medical, a well-established family-run business who specialise in Health Insurance. We are looking for a candidate with excellent communication skills and experience with general administration. Essential skills include Microsoft Office and you will need to demonstrate organisation ability and be able to work as a member of the team. Your work will ensure our service remains excellent as you contribute effectively in a professional manner across a busy area of business. All product and system training will be provided – you will need to demonstrate the desire to succeed and the skill to communicate.

Responsibilities for this position:

- Reviewing notes and reports of ongoing claims and liaison with the Claims Team.
- Execute the Scanning function to transition the business from manual to electronic records.
- Triage and assistance with general enquiries either by telephone or email communication, including provision of guidance relating to the customer treatment pathway.
- Maintaining internal databases and accurately recording all events, details and actions on our workplace systems.
- Keeping client records up to date to support wider process.
- General support with the processing of invoices and production of reports.
- Managing your own workflow in a timely manner.
- Having an understanding of how the functions of the role interlink and benefit that of others.
- Responding to and taking action with requests accurately and within a given timeframe.
- Undertake reasonable training and remain current with knowledge.
- Effective application of data protection measures throughout the role.
- Work effectively as a member of the Team.

Personal performance, conduct and Development

Meet targets and take responsibility for own performance:

Remain abreast of current processes and services offered by the company and be aware of changes to legislation by the Financial Conduct Authority (FCA). Cascade any information / changes in legislation to work colleagues.

Work in Accordance with the company policies and procedures:

Be aware of and adhere to Company policies and procedures. Work in a way that meets the statutory requirements of employees under legislation.

Flexibility and Team Work:

Work flexibly as part of a team to meet the needs of the customers of the Company. Value each team member's contribution and help colleagues to perform to the best of their abilities.

Professionalism:

Set a good example to other staff in attitude to work and general working practice. Deal with all colleagues and customers in a professional manner. Maintain a professional working relationship with direct reports in order that there is no issue in dealing with any unacceptable performance and/or conduct.

What You Can Expect From Us

- Regular and Full Time Monday to Friday hours – no evenings, no shifts and no weekend work
- Access to Pension Scheme
- Attendance Bonus
- Great Annual Leave Benefit including additional family days
- Free Worldwide Multi Trip Travel Insurance 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