

## Job Description: Claims Admin – Call Handler

General & Medical are a long-established company in the provision of medical and other specialist insurance services to professionals, businesses and families both within the UK and internationally. Although providing medical insurance remains a core activity for the Group, we have developed many other services and insurance products available through our divisions and subsidiary companies.

The role offers regular Monday to Friday daytime hours. We are looking for a candidate with excellent communication ability to recruit into our Claims team, bringing experience with customer calls. 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. The position is office based with a focus on delivering a quality service to our customers.

### Responsibilities for this position:

- 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 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
- 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

## **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 apply.