

# Job Description

## Claims Negotiator

Location: Home/Office	Department: Cash Collection
Level: Team Member	Line Manager: Team Leader

### Primary Purpose and Function

To deliver monthly pledge and cash targets through effective resolution of motor claims

### Key Accountabilities

- To investigate causes of non -payment delays and resolve promptly
- To review case history of assigned claims, liaising with internal departments as needed to establish status.
- To update the BackOffice system with accurate clear records of discussions had, next steps and time frames,
- To review file, location, and road layout of accident, speaking with client and witnesses.
- if liability is disputed. Consulting with Team Leader over findings and next step if necessary.
- To produce a chronology of events through liaising with Repairers and Insurers if hire period is disputed, making recommendations re next step to Team Leader.
- To reinforce payment criteria set out by ABI (Association of British Insurers) if vehicle rate or penalty for late payment charge is disputed.
- Push for commitment from third party Insurer for payment and making.
- recommendations to Team Leader when litigation should commence.
- Agree all under recoveries with Margin Protection Team.
- Observing and complying with GDPR.
- To achieve objectives and targets set.
- Carry out reasonable tasks as requested by your line Manager.

### Personal Specifications

- Demonstrable high-volume business to business debt collection experience within a fast-paced target driven environment ideally within a similar environment.
- Excellent verbal communication skills, persuasive and assertive.
- Demonstrable proven negotiation skills.
- Good written communication skills, capturing a clear logical summary of situations.
- The ability to prioritise, recognising importance and urgency and work to tight deadlines.
- Results driven.
- Ability to work under pressure.
- Able to work on own initiative as well as support team and departmental goals and Objectives.
- Competent with using MS Office.
- Knowledge of the ABI, GTA (General Terms of Agreement) would be advantageous but not essential.

- Demonstrable experience of achieving against targets
- Adaptable, tenacious self-starter who is results orientated.
- Demonstrate behaviour in line with Company values; Inspired to Innovate, Always Respectful, Fully Accountable, Delivering Delight.