

Job Description

New Claims Advisor

Shifts between 8.00am-8.00pm Monday- Saturday on a rotational basis. Occasional Sundays and Bank Holidays.

Location: Home/Office	Department: Internal Sales
Level: Team Member	Line Manager: Team Leader

Primary Purpose and Function

To deliver a high-quality, telephone-based sales through service experience to AX customers following their involvement in a non-fault accident.

Key Accountabilities

- To effectively process, manage and convert all new claims allocated in line with business requirements.
- To proactively communicate with referral partners (car dealerships, fleet companies, body shops, Brokers, and Insurers etc), customer (person driving the vehicle), third parties and colleagues over the phone to ensure we capture all relevant information in order to convert all new claims coming into the business.
- To update the BackOffice system with accurate clear records of discussions pertaining to new and existing claims, next steps, and time frames.
- To deliver excellent customer service, supporting internal and external processes to help provide a smooth and efficient service to all partners and customers.
- Effectively using open questioning active listening and empathy skills to ensure all relevant claim information is captured and recorded; including location and road layout of accident, third party details, accident circumstances etc.
- Speaking with customers and witnesses to ensure liability is not disputed. Consulting with Team Leader over findings and next steps if necessary.
- Ensuring all claim notes are updated accurately and claims are worked timely and efficiently to avoid intervention.
- Observing and complying with GDPR.
- To achieve objectives and targets set.
- Carry out reasonable tasks as requested by your line Manager.

Personal Specifications

- Demonstrable experience of working in a fast paced, target driven customer focused environment.
- Demonstrable experience of working within a phone-based role.
- Previous soft sales experience would be beneficial but not essential.
- The ability to learn new processes quickly and efficiently.
- Competent with using (MS Office) MS Word, Excel and learning new systems.
- Excellent verbal and written communication skills, persuasive and assertive with the ability to capture clear logical information.

- Excellent interpersonal and influencing skills.
- Proven judgment and decision-making skills including problem solving.
- Ability to effectively manage professional relationships with business partners and clients.
- Adaptable, tenacious self-starter who is results orientated.
- Able to work on own initiative as well as support the team and departmental goals and objectives.
- Results driven with demonstrable experience of achieving against targets.
- The ability to prioritise, recognising importance and urgency and work to tight deadlines at pace.
- Excellent Customer Service ethos including empathy skills.
- Ability to work on own initiative.
- Demonstrate behaviour in line with Company values; Inspired to Innovate, Always Respectful, Fully Accountable, Delivering Delight.