

# Claims Consultant (Insurance)



IMMEDIATE POSITION AVAILABLE

LOCATION: NORTHAMPTON or WELLINGBOROUGH

HOURS: 37.5 HOURS PER WEEK

## Claims Consultant

You'll be part of a small team of experienced Claims & Customer Services Consultants who will handle calls from our policyholders. Your main role will be to assist clients providing help, support and advice should they need assistance in making a claim, and you will monitor our third-party suppliers ensuring they provide the very best service to our clients.

## Who are we?

Assist Insurance Services is the UK's leading provider of leisure insurance products for caravans, boats, holiday homes and lodges, and being voted by the insurance industry this year at the British Insurance Awards for 'Personal Lines Broker of the Year' and 'Customer Care Award' our clients know that they will receive exceptional service and the confidence they are in safe hands.

## The role

This role is for someone who has experience of claims (preferably household). You will work within our Customer Services Team assisting our customers who need to make a claim on our policies, and you will ensure that they receive only the very best experience, as well as assisting customers on all their needs throughout the term of their policy. You will be assisting in administering enquiries across all products such as Home, Caravan, Boat, Car, or our structural warranty scheme.

## About you

You will be a cheerful and outgoing person, and preferably you will have at least 2 years' experience of working within an Insurance Claims environment (preferably household). You should have an excellent understanding of household Insurance and household claims. Our clients (retired/semi-retired ultimately purchase on the quality of service and the friendly staff they deal with), so you will need an excellent telephone manner and customer service skills. Experience of the Open GI (Misys System) would be a distinct advantage but not essential.

## Key Skills

- Confidence to learn and develop through continuous on-job training and good communication skills, both written and oral.
- A flexible and proactive approach, and the ability of working within a small friendly team.
- Keenness to get involved within the business and work as part of a team.
- You'll need good numeracy and literacy along with good keyboard skills.
- The highest standard of integrity, honesty, and quality of work.
- Keenness to develop within a rapidly growing company, as we have a policy of promoting from within wherever possible.
- 'Can do' attitude.

## The Package

- Salary dependent on experience;
- This role can be based at either our Northampton or Wellingborough office
- Up to 25 Days Holiday per Annum (Plus Bank Holidays) and your birthday off to!
- Career and professional development.
- Our contracts are offered on a full-time permanent basis, working 37.5 hours per week across the opening hours of our business: Monday - Friday 9am – 5.30pm
- If you have experience of working in a customer focused environment in a leadership capacity and want to be part of a people focused business, then we would like to hear from you!

Find out more about us, and what we do by visiting our websites:

- [www.parkhomeassist.co.uk](http://www.parkhomeassist.co.uk)
- [www.myholidayhomeinsurance.co.uk](http://www.myholidayhomeinsurance.co.uk)
- [www.platinumseal.co.uk](http://www.platinumseal.co.uk)
- [www.parkhomesearch.co.uk](http://www.parkhomesearch.co.uk)
- [www.assistinsurance.co.uk](http://www.assistinsurance.co.uk)

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