



## Claims Negotiator

Job posting – 23.12.20

With the continued growth of Acres Insurance Brokers we are looking to recruit an experienced Claims Negotiator. This is a new position within the company, we are looking for an experienced claim negotiator to join our team and carry out the duties whilst moulding the role to suit the business needs. As a young business our client base is increasing daily, which in turn creates an increase in client claims.

The main duty will be to manage all client claims from start to finish whilst maintaining a high level of professionalism and customer service. As the main point of contact for our clients' claims you will be required to manage your caseload of claims to settlement stage, making sure that all internal and external parties are kept up to date within agreed timescales.

You will be expected to act in the best interest of the company and our clients providing them with professionalism and clarity.

- Liaising with clients to gather full details of the loss
- Interpreting the client's insurance policy wording to confirm cover for the loss, with the ability to discuss and explain to a client if the loss is not insured
- Requesting appropriate documentation from the client to help substantiate the loss
- Regular communication with the clients to manage expectations with regard to repairs and/or settlement of a claim
- Regularly liaising with the insurers and/or loss adjustors
- Ensuring prompt and fair settlement of all claims.
- Recording all details within our in-house software system with the ability to analyse this and report to management with advice and recommendations.

### Required Skills

- Previous claims handling experience (+3 years minimum)
- Complaint handling skills
- Thorough understanding of insurance products
- Self-motivation and strong organisational skills
- Clear and confident telephone manner
- Competent computer skills
- Multi-tasker and time management
- Communication skills - written and verbal
- Initiative and interest to develop the role

### Desired Skills

- Experience in the agricultural insurance sector
- Acturis software experience
- Agricultural or rural background
- Broker experience

The chosen candidate must have a full drivers license and vehicle. The office is based in a rural location with no public transport access.

The hours for this role are flexible and can be part time or full time to suit the ideal candidate, a minimum of 20 hours per week must be agreed upon acceptance with the availability to become full time as the business grows (the weekly agreed hours will be set and the hours worked will not be flexible from week to week).

The ideal candidate must be willing to support the business in other areas during quieter times. This may include account handling support or general administration support.

The busiest time for this role is during the summer (harvest season) therefore the right candidate must be able to commit to be available throughout this period.

Expected start date is before 1st May 2021.