



## **EMPLOYMENT OPPORTUNITIES IN QBE EUROPEAN OPERATIONS**

**Job title:** Claims Technician  
**Department:** Claims - Motor  
**Location:** Coval Wells, Chelmsford

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### **Role Purpose (Summary)**

Effectively handle the First Notification of Loss within specified customer service standards, and authority levels.

### **General Description**

- To receive first notifications of claim by telephone, post, fax or preferred method.
- Take general telephone calls & other enquiries.
- Pro-actively seek to establish liability and indemnity on all claims being handled by them at any given time.
- Handle all aspects of the First Notification procedure on all new claims notified, and make necessary telephone enquiries, and action letters.
- Effectively prioritise outstanding work and new incoming post.
- Where appropriate, effectively prioritise new claims.
- Provide an initial point of customer referral for all claims related customer enquiries.

### **Essential Requirements**

- Experience of a professional telephone technique.
- Experience of working in a client service environment
- Experience gained within the Insurance Industry
- Educated to GCSE level or equivalent
- Strong organisational and analytical skill, able to prioritise
- Good interpersonal and communication skills