Claims Technician

Job Description

Duties

The Claims Technician will report to the relevant Service Manager or Senior Management Team and fulfil or complete the expectations and tasks set by either and report back or correspond accordingly.

The primary roles of the Claims Technician are as follows: -

- Maintain reserving process in accordance with service parameters and instructions.
- Ensure delegated authority or reinsurance minimum standard claims reporting is being appropriately recorded and maintained daily in line with service area
- Complete and or communicate progress in achieving service targets with Service Managers
- Liaise with Service Managers in relation to any customer complaints, role specific issues or problems encountered
- Attend all required training courses, in-house sessions or others added to your working day and record/maintain appropriate training notes to be shared with Service Managers on request.
- Maintain MS excel data spreadsheets in accordance with service area requirements

Skills

The Claims Technician is expected to keep themselves abreast of all FullCircle's procedures and processes required to administer claims within service by engaging and communicating with Service Managers. Claims Technicians are also required to have abilities in and or be working towards these skill areas: -

- Good team player and understanding value of team engagement
- Confident at organising self
- Ability to manage own time and work towards Managements goals and targets
- Working towards excellent communication skills
- Knowledge and ability to create and maintain MS excel data spreadsheets
- Never be afraid to ask questions and always take excellent notes