

Apprentice Claims Assistant

About us:

Operating for over 80 years, McLarens boasts consolidated income of over \$140 million. Headquartered in Atlanta, with over 135 locations in more than 41 countries, McLarens provides claims management and loss adjusting expertise in specific areas such as property, Real Estate, casualty, marine and transit, and crime and specie claims.

We currently have an exciting opportunity for an Apprentice Claims Assistant to join our McLarens Casualty department in Cork.

The opportunity:

The successful candidate will engage in a three-year contract of apprenticeship whilst studying towards a Level 8 Qualification through Institute of Technology Sligo and will be assigned a mentor as part of the SOLAS Apprenticeship Programme.

Subject to satisfactory completion of the apprentice programme the successful candidate will be considered for progression to the role of Trainee Loss Adjuster.

You will have the chance to become an active member of the Support function within the region with the overall objective of providing effective support to Adjusters, aiding the region's efficiency and productivity in the handling of casualty claims.

The role:

Your responsibilities will include:

- Working closely with Adjusters to drive diary management and support the proactive management of claims from setting up to conclusion
- Administration of new claims including, receiving instruction, issuing acknowledgments and setting up files
- Liaising as required with the insured, insurers, brokers and any other stakeholders to ensure optimum customer service, becoming a point of contact where needed for interested parties.
- Aiding the production of technical reports for Adjusters in compliance with professional standards and internal guidelines and in accordance with agreed timescales
- Ensuring time reporting and billing is compliant with internal standards processing and systems
- Developing and running management information for clients as well as for internal use, including performance measurement and data integrity reports
- Ensuring company standards are met in relation to all technical and operational policies and procedures, including data protection and information security
- Account management support where required
- Undertaking non-complex fee earning work where appropriate
- Incoming telephone calls, resolving queries, invoicing and other ad hoc work as required

About you:

- Can I commit to a three-year contract of apprenticeship?
- Have I the self-motivation to study at a BA (Hons) level and work at the same time?
- Can I be diligent and committed to all aspects of work training and education?
- Can I contribute €600 annually for three years (reduced student registration charge)?

About you - Knowledge and Experience:

- Strong organisational skills with the ability to self-manage your workload, manage multiple priorities and conflicting demands
- A methodical, accurate and analytical approach to work
- A sense of responsibility for and pride in the quality of your work
- A good working knowledge of Microsoft Word and Excel
- Excellent interpersonal and communication skills; clear, concise and structured
- Strong relationship/stakeholder management skills with the ability to establish effective working relationships with your team, colleagues and third parties
- Thrive in a high pressured working environment with the drive to meet and exceed targets
- Previous office experience and/or post graduate studies is desirable but not essential
- Previous claims handling experience including caseload management is desirable but not essential

Should you wish to apply, please forward your CV and supporting cover letter to hr.uk@mclarens.com

We look forward to hearing from you.

HR Team | McLarens