

Job Description

Billing Advisor

Location: Coleshill	Department: Cash Collection
Level: Team Member	Line Manager: Team Leader

Primary Purpose and Function

To ensure payment packs are produced as per Accident Exchange Protocol

Key Accountabilities

- To ensure all documentation required for payment packs is received in a timely manner to aid the recovery process
- To quality check files ensuring no administrative delay in producing payment packs
- To accurately assess file status and documentation on receipt of assigned claims
- To confirm type of claim, whether credit repair, third party or policyholder
- To verify correct documentation is received to required standard
- To work in accordance with GTA protocol and ABI rules and regulations
- To liaise with external contacts, influencing prompt response to requests for documentation
- To investigate issues referred from the team, establishing reason for delays and providing workable solutions
- To produce payment packs as per Accident Exchange process
- To quality check claim file prior to handover to Cash Collection
- To maintain regular progress updates with Team Leader
- To support colleague claims as assigned due to absenteeism or to facilitate the smooth running of the department and delivery of agreed targets
- To achieve objectives and targets set.
- Carry out reasonable tasks as requested by your line Manager.

Personal Specifications

- Demonstrable experience of working within a Customer Service environment ideally with insurance sector knowledge
- Some sales ledger / order processing and data entry experience would be beneficial
- Clear verbal communication and questioning techniques
- Strong interpersonal skills, gently leading and persuading
- Good written communication, capturing a clear logical summary of situation
- Effective time management
- Detail conscious

- The ability to prioritise, recognising importance and urgency and work to tight deadlines
- Ability to work under pressure
- Competent with using (MS Office) MS Word, Excel and Power Point
- Knowledge of the ABI, GTA (General Terms of Agreement) would be advantageous but not essential
- Demonstrable experience of achieving against targets
- Ability to work unsupervised using own initiative
- Adaptable, tenacious self-starter who is results orientated
- Demonstrate behaviour in line with Company values; Inspired to innovate, Always Respectful, Fully Accountable, Delivering Delight.