

# Job Description

## Claims Negotiator

Location: <b>Coleshill</b>	Department: <b>Cash Collection</b>
Level: <b>Team Member</b>	Line Manager: <b>Team Leader</b>

### Primary Purpose and Function

To deliver monthly pledge and cash targets through effective resolution of motor claims

### Key Accountabilities

- To investigate causes of non -payment delays and resolve promptly
- To review case history of assigned claims, liaising with internal departments as needed
- to establish status
- To update the BackOffice system with accurate clear records of discussions had, next steps and time frames
- To review file, location and road layout of accident, speaking with client and witnesses
- if liability is disputed. Consulting with Team Leader over findings and next step if necessary
- To produce a chronology of events through liaising with Repairers and Insurers if hire period is disputed, making recommendations re next step to Team Leader
- To reinforce payment criteria set out by ABI (Association of British Insurers) if vehicle rate or penalty for late payment charge is disputed.
- Push for commitment from third party Insurer for payment and making recommendations to Team Leader when litigation should commence.
- Agree all under recoveries with Margin Protection Team
- To ensure confidentiality in accordance with GDPR.
- To achieve objectives and targets set
- Carry out reasonable tasks as requested by your line Manager

### Personal Specifications

- Demonstrable high volume business to business debt collection experience within a fast paced target driven environment ideally within a similar environment
- Excellent verbal communication skills, persuasive and assertive
- Demonstrable proven negotiation skills
- Good written communication skills, capturing a clear logical summary of situations
- The ability to prioritise, recognising importance and urgency and work to tight deadlines

- Results driven
- Ability to work under pressure
- Able to work on own initiative as well as support team and departmental goals and objectives
- 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 □ Adaptable, tenacious self-starter who is results orientated
- Demonstrate behaviour in line with Company values; Inspired to innovate, Always Respectful, Fully Accountable, Delivering Delight.