

# Job Description

## New Claims Advisor

Location: <b>Coleshill</b>	Department: <b>Internal Sales</b>
Level: <b>Team Member</b>	Line Manager: <b>Team Leader</b>

### Primary Purpose and Function

To deliver a high-quality telephone-based sales through service experience to AX customers following their involvement in a non-fault accident.

### Key Accountabilities

- To effectively process and manage to a successful conclusion all new claims allocated in line with business requirements
- To rapidly and effectively communicate with referral partners (Car Dealerships, fleet companies, body shops etc), customer (person driving the vehicle), third parties and colleagues over the phone to ensure we capture and convert all new claims coming into the business
- To update the BackOffice system with accurate clear records of discussions pertaining to new and existing claims, next steps and time frames
- Deliver service quality that is guaranteed, supporting internal and external processes
- to help provide a smooth and efficient service to all partners and customers
- Effectively using open questioning and active listening skills to ensure all relevant claim information is captured and recorded including location and road layout of accident, third party details, accident circumstances etc.
- Speaking with customers and witnesses to ensure liability is not disputed. Consulting with Team Leader over findings and next steps if necessary
- Ensuring all claim notes are updates accurately and claims are work timely and efficiently to avoid intervention
- To achieve objectives and targets set
- Carry out reasonable tasks as requested by your line Manager.

### Personal Specifications

- Demonstrable experience of working in a fast paced, target driven customer focused office-based environment ideally within a phone-based environment
- Previous soft sales experience would be beneficial but not essential
- The ability to learn new process quickly and efficiently
- Competent with using (MS Office) MS Word, Excel
- Excellent verbal communication skills, persuasive and assertive

- Excellent interpersonal and influencing skills
- Proven judgment and decision-making skills including problem solving
- Ability to effectively manage professional relationships with business partners and clients
- Adaptable, tenacious self-starter who is results orientated
- Able to work on own initiative as well as support team and departmental goals and objectives
- Demonstrable experience of achieving against targets
- Good written communication skills, capturing a clear logical summary of situations
- The ability to prioritise, recognising importance and urgency and work to tight deadlines
- Ability to work on own initiative
- Demonstrate behaviour in line with Company values; Inspired to Innovate, Always Respectful, Fully Accountable, Delivering Delight.