

Claims Administration Assistant

JOB SPECIFICATION

(Skills required at end of 3 month probationary period)

Purpose – To provide administrative assistance to the claims department in line with company policy and procedures

Claims Files

- Set up Motor claims files
- Set up Goods in Transit Claims Files
- Enter necessary claims information into claims databases
- Forward new information to Insurers
- Update claims files on receipt of new information
- Review claims files on a regular basis
- Closing and Archiving of claims files when necessary

Communication

- Correspond with customers and insurers as required by company policy
- Make necessary calls to customers and insurers reference claims files
- Be aware of relevant company processes and procedures for operating programmes
- Communicate by letter, fax or email on claims
- Maintain CDR Database

Queries

- Competent in the procedures for dealing with customer queries on claims issue's
- Offer advice and assistance to group depots on Insurance and claims issue's

Handling Paperwork

- Aware of company operational documentation associated with claims
- Give advice and guidance to others on action required by particular documents relevant to the claims process

Compliance

- Ensure Sub- Contractors meet with company approval
- Keep Sub-Contractors spreadsheet up to date
- Maintain company car drivers licence file.

Any Other Relevant Duties