

ADMIRAL GROUP plc



Job description

Role: Teleclaims Consultant

Main function

The position of Teleclaims Consultant exists to answer claim queries, register new claims and give general claims advice on all calls received in the department. The Consultant is responsible for ensuring, where required following a call, appropriate letters are sent and correct and suitable advice is given and any claims allocated to him/her are properly handled and the company's liabilities are discharged on the most economical terms in accordance with the cover available.

Reports to Teleclaims Team Manager

Duties

- Answer telephone calls received into the department in the appropriate manner and in accordance with laid down procedures.
- Give correct and suitable information and advice to all callers into the department.
- Achieve any set targets.
- Ensure all claims are handled efficiently, by meeting agreed service standards.
- Allocate new claims in accordance with the set procedures.
- Determine whether policy cover applies and if so, the extent to which it is restricted by limits, conditions and excesses.
- Ensure that a record of all calls is made on the relevant claims/policy diary.
- Refer all claims which exceed their decisions making authority and implement any given instructions.