



Position Description

Position Title:	Claims Executive
Team:	Claims (Comserv)
Direct reports:	NA
Reports to:	Claims Team Manager
Qualifications/ Experience:	<ul style="list-style-type: none">▪ Minimum 1 – 2 years of Insurance experience▪ Tertiary qualifications in a business-related discipline▪ Experience negotiating favourable claims settlements for clients▪ Experience interpreting legislation and insurance policies▪ Experience identifying potential issues and escalating for review▪ Demonstrated experience in file reviews
Technical skills:	Technical Insurance Claims Skills <ul style="list-style-type: none">– claims processes and claims broking– Sound analytical and problem-solving skills– Literacy in technology and systems in current use in the Insurance industry
Job Purpose:	<ul style="list-style-type: none">▪ End to end Claims Management supporting a portfolio of clients. Receiving, recording and managing all incoming insurance claims for clients.▪ Interpreting basic policy coverage and determining if coverages apply to claims submitted, escalating issues as needed.▪ Negotiating settlement outcomes within Insurers on behalf of the clients.▪ Maintaining current knowledge of insurance guidelines, court decisions impacting claims functions, and policy changes.▪ Liaising with multiple stakeholders and maintaining strong relationships with Brokers, Insurers and Clients.▪ Maintaining accurate client files and data via the Claims Management system.
Our Values:	Innovation - A fresh approach to risk Trust - Putting people first Excellence –Expertise without compromise
Behavioural Competencies:	Persuasiveness/Sales Ability Developing and utilising suitable communication styles and techniques to gain acceptance of an idea, plan, activity, service or product from prospects and clients; demonstrating knowledge of the sales process. Negotiation Effectively exploring alternatives and positions to reach outcomes that gain

all parties' support and acceptance. Presenting rational arguments, drawing on reason and logic in making a case; demonstrating that a course of action is of mutual benefit; focuses on the problem rather than the person in a negotiation.

Client Relationship Management

Identifying potential for and developing new client relationships; proactively identifying client **requirements**; undertaking actions which meet and/or exceed client expectations; using communication styles and methods to ensure understanding and enduring client satisfaction.

Building Business Relationships

Using interpersonal communication styles and methods to maximise partnerships with business associates (e.g. clients, suppliers, agents as well as other staff) to meet mutual business aims and objectives.

Communicating Ideas and Information

Clearly expressing ideas both on a one-to-one basis and in group situations (including non-verbal communication); expressing ideas effectively in written format that contain correct and appropriate syntax, grammar, language and terminology; adjusting language to suit the requirements of the recipients.

Developing Performance

Developing the performance, competency and qualifications of team members by planning effective professional development activities related to current and future job requirements.

Teamwork/Team Membership

Demonstrating the ability to work effectively in a team/work group or those outside the formal line of authority (e.g. peers, senior managers), not as a team leader but as a valued member who assists in building morale and makes extra effort to help the team reach organisational goals; taking actions that respect the needs and contributions of others; contributing to, accepting and promoting the consensus; subordinating own objectives to the objectives of the organisation or team.

Team Development

Using appropriate communication styles and techniques to develop esprit de corps and intra-team co-operation; managing disputes and conflict to the best possible solution; demonstrating awareness of the needs and the contributions of team members.

Influencing

Using communication and interpersonal styles and methods to inspire and guide individuals (subordinates, colleagues and superiors) toward improved goal achievement; modifying behaviours to accommodate tasks, situations, and individuals involved; influencing factors outside line control to achieve goals.

Delegation

Allocating task responsibilities and decision-making authority to appropriate team members, optimising their time, skills and potential for success.

Quality Orientation/Thoroughness

Showing concern for completeness and accuracy around tasks, information and project management. Accomplishing tasks with concern



for all areas involved, no matter how small; maintaining watchfulness over a period of time. Discovering weaknesses or missing data and acting to correct.

Keeping track of many details without forgetting items
