



## Position Description

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

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