

Motor Claims Handler

Type: Full-time, Permanent

Location: Deakins Park, Blackburn Road, Egerton, Bolton, BL7 9RW

Hours: 35 hours per week

Hours of work: Monday-Friday 8.30am - 6pm & 1 in 4 Saturday's 9am-1pm
(Flexible working patterns available).

Salary: From **£23,625.00** dependent on experience.

Benefits: Support with relevant industry Qualifications, Sociable Hours, Free Parking and much more!



Broker Direct plc is a reputable general insurance business, authorised and regulated by the Financial Conduct Authority. Due to internal promotions and continued expansion, we are currently seeking experienced Accidental Damage Claims Handlers to join us on a full-time, permanent basis at our busy office located on the outskirts of Bolton (Egerton).

If you have experience handling First Notification of Loss (FNOL) and Accidental Damage claims, and you're looking for a new challenge with a forward-thinking company that fully supports your career development and rewards your achievements, this could be the opportunity you've been waiting for!

Key Attributes and Skills:

- Excellent customer service and computer skills are essential.
- Must be an active listener, able to build relationships effectively.
- Display great attention to detail in all tasks.
- Applicants must have a minimum of 2 years' motor claims experience for the higher end of the salary range.
- CII Certificate or the willingness to work towards this certification (supported by the company).
- Passes at Grade C or above, in English and Maths or equivalent.

Key Responsibilities:

- First Notification of Loss (FNOL) and Accidental Damage claims
- Manage a varied caseload of claims via telephone and written correspondence
- Effectively prioritise own claims portfolio and team responsibilities
- Act as point of contact for Policyholders and Brokers
- Identify and refer fraudulent activity and any questionable underwriting
- Deliver a consistently outstanding level of service to all parties involved
- Always adhere to company and regulatory policies and guidelines

The Benefits:

- Increased holiday allowance with length of service.
- Birthday day off and half-day off for seasonal shopping.
- Holiday sell scheme.
- Contributory Pension Scheme.
- Discounted sports and social activities.
- Support with industry-relevant qualifications.
- Free on-site parking.
- Casual dress code, free allocation of branded clothing.
- Cycle to work scheme.
- A cash bonus for going above and beyond.
- Trained mental health & first-aid staff on-site.
- Plus, much more!

Send your CV to: hr@brokerdirect.co.uk



Please be advised that we may monitor or record calls for training purposes or to improve the quality of our service.
Broker Direct Plc is registered in England. No. 2958427. Registered office: Deakins Park, Deakins Mill Way, Egerton, Bolton, BL7 9RW.
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