

## Job Profile

<b>Position</b>	<b>Experienced Lawyers or Claims Handlers</b>
<b>Location</b>	<b>Sotomarket, Oficinas 10-14, Urbanización Sotogrande, 11310 San Roque, Cádiz</b>
<b>Report to:</b>	<b>Head of Legal</b>

The successful candidate will possess experience in handling general insurance claims and have a sound knowledge of all relevant substantive and procedural law. You will join our busy in-house legal team dealing with all aspects of contentious and non-contentious liability claims, the handling of personal injury and material damages claims on behalf of policyholders against third party insurers. The emphasis of the role is to assist in the management and settlement of legal claims and injury claims occurring in Spain.

## Roles, Duties and Responsibilities

- Answer all incoming call enquiries in an efficient, expedient and customer focused way, ensuring that the customer receives a professional service at all times.
- To answer the telephone, using own judgement on the referral of callers to a senior management and ensuring that information given is accurately recorded
- Managing an allocation of 'technical legal files' within pre determined Company guidelines
- Ascertain relevant claim details and record them accurately to ensure the quality is to a high standard.
- Delivery of the highest standards of customer care and satisfaction are paramount, combined with the requirement to make decisions about the Policyholder's responsibility, in order to deal with the validity of a claim.
- Assess circumstances and responsibility to ensure the claim is dealt with correctly.
- Effectively persuade the customer to settle the claim in the most efficient way.
- Ensure all relevant questions are asked and information is recorded accurately to ensure other handlers can take the claim forward easily with no re-work required.
- Ensure the claim is valid and covered by the policy.
- Ensure the claim details are checked for possible fraudulent cases.
- Convert policyholders to use company network of suppliers (or to settle in the most efficient way).
- Pro-Actively and effectively process claims received in writing from Third Parties, Third Party insurers, solicitors and representatives.
- To handle incoming post from insurers, clients, uninsured loss providers and third parties
- To update records as claim progresses
- To oversee claims from allocation to settlement
- To appoint lawyers/engineers/loss adjusters as required and liaise with them as necessary
- To ensure that all supporting paperwork / reports correlate with the claim file e.g. medical reports/police reports/engineer reports are consistent with the nature of the injury/loss/impact and the damage sustained
- To ensure all third party correspondence is actioned pro-actively and to liaise with third parties.
- Checking claims and inputting details to a computer system and ensuring that all details are entered into the appropriate fields

- Telling customers how the claim will affect the terms of their policy or their premiums in the future
- Gathering more information when necessary, such as receipts, police reports; medical reports etc.
- Files to be kept in chronological order and tidy with no loose papers.
- Accurate reserving and regularly updated
- Accurate recording of how settlement figures achieved
- Arranging payments where claims are straightforward and within agreed payout limits
- Carry out some investigations and liaise between solicitors, insurers and clients before agreeing to pay out in claims.
- Where claims are doubtful or higher than the payout limit, refer the case on to a senior manager.

### Person Specifications

- Commitment to the aims and values of Iberian Claims Service SA
- experience in handling general insurance claims and have a sound knowledge of all relevant substantive and procedural law
- Considerable knowledge of modern office procedures, practices and equipment.
- Considerable knowledge of the techniques involved in supervising/managing the work of Injury/Legal Claims Negotiators engaged in handling insurance claims.
- Ability to give administrative and technical direction to Injury/Legal Claims Negotiators
- Ability to establish and maintain harmonious relationships with employees, policyholders, agents, third parties and employers.
- At least 5 years experience in the handling and management of general insurance claims.
- A sound overall understanding of law and procedure relevant to general insurance claims in Spain.
- Excellent Word and Excel skills
- Excellent internet and search skills.
- Good communication skills.
- Proven accuracy and numeracy
- Good interpersonal skills combined with coaching and supervision skills
- Good time management and planning skills, especially with a view to reporting to deadlines
- Fluency in written and spoken Spanish and excellent written .

## Inter-Relations

Chairman  
Managing Director – Iberian  
Assistant Claims Manager  
The Management Team  
Finance/Accounts Staff

## Working Conditions

To be based out of the Sotogrande Office between 9 – 17:30. You may have to work outside normal hours and may have to stay away from home.

*Please note that because of the changing nature of our business the job description will inevitably change. You will, from time to time, be required to undertake other activities of a similar nature that fall within your capabilities as directed by management.*

