

CRISPIN SPEERS AND PARTNERS LIMITED

JOB DESCRIPTION

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| Job Title: | Claims/Complaints Technician |
| Reports to: | Claims Manager |
| Business Unit: | Claims |

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| Job Purpose: | <p>Crispin Speers and Partners Ltd (CSP) is a leading wholesale Lloyd’s insurance and reinsurance broker providing tailor-made solutions for UK and International clients.</p> <p>We are looking for a Claims/Complaints Technician to join our Claims team. The Company places the majority of its business on a Binding Authority or Master Policy basis, with direct claims on the whole being handled by appointed Third Party Administrators. Much of this role will involve responding to and reporting on Travel complaints and claim referrals as well as liaising with Third Party Adjusters and Insurers.</p> <p>The candidate will also be required to process claims and bordereaux for other classes of business including Aviation, Reinsurance, Property, and Contingency as well as general Accident & Health classes which includes Travel.</p> |
| Key tasks: | <ul style="list-style-type: none"> • Handling Travel Complaints & referrals • Report complaints to Insurers and/or Lloyd’s • Analyse complaint trends • Submission of claims advices via CLASS/ECF • Proactive claims communication and development with business units • Where required - Broking to Lloyd’s and Company markets • Liaison with Third Party Claims Handlers, Adjusters and Coverholders • General office/admin duties within the team • Classes of business handled include: - Personal Accident, Travel, Expatriate, Aviation, Contingency, Liability, and Marine. All classes include UK and International business |
| Skills and competencies: | <ul style="list-style-type: none"> • Good computer skills, i.e. Microsoft Word, Outlook and in particular Excel • Good communication skills • Ability to prioritise when under pressure • Flexibility and the ability to work as part of a small team |
| Knowledge and experience desired: | <ul style="list-style-type: none"> • Previous travel claims experience • Previous complaint handling |
| Other | <ul style="list-style-type: none"> • CSP use SSP’s “Sector” insurance software and previous experience would be advantageous but not essential. • Any other duties requested by senior management to fulfil the Job Purpose. |