



Role Title: Claims Assessor

KEY DUTIES AND RESPONSIBILITIES

- Individual responsibility for the conversion of pre-arranged appointments.
- Ability to quickly assimilate information to identify the best claims options and solutions for applicants.
- To correctly match these requirements to a portfolio of claims specialists using the system provided.
- Ensure that all leads are exploited to their full potential and beyond customer's expectation.
- To ensure daily targets are achieved and exceeded and to constantly strive to improve on service and goals.
- To monitor own performance against target implementing remedial action as required.
- To review methods of sale, devise and implement strategies to maximise profit potential.
- Build professional relationships with a range of clients.
- To provide support to colleagues as and when required.

SKILLS REQUIRED

- Detailed knowledge of The Claims Guys processes (Training provided)
- Must have experience gathered in the financial industry e.g.:-
 - o Claims Industry
 - o Debt Management
 - o Loans
- Target Driven
- Strong communication skills with excellent telephone manner
- Proven record of success within sales
- Positive approach to all areas of work
- Basic IT understanding

DAY TO DAY ROLE EXPECTATIONS (STATS)

Average Call Per Day	350
Average Claims Out Per Day	30
Average Length of Successful Call	7 Minutes
Conversion of Appointments (%)	40%