



**Job Role:** CLAIMS TECHNICIAN

**Reports to:** CLAIMS DIRECTOR

### Role Definition

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CFC's claims team currently consists of twenty claims professionals and is expanding rapidly in line with the overall growth of the business. This expansion has given rise to the need for a Claims Technician to join CFC's team to allow our claims professionals to focus on their primary adjusting role.

The preferred candidate should have an understanding of Insurance and in particular, the claims function. The role includes generating loss runs, logging new claims, being a point of contact for our vendors in relation to outstanding invoices, requesting payments of invoices to our Finance team, assist the Claims Processing Technician ("CPT") in relation to processing payments and other administrative tasks. The chosen candidate must demonstrate an ability to meet strict deadlines and a willingness to enforce best-practice procedures.

The successful candidate will also liaise with various teams within CFC as well as external parties which would include Binding Authority Brokers and Lloyd's Syndicates to ensure CFC continue to provide the highest standard of claims service.

### Key Responsibilities & Accountabilities

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- To generate loss runs for our brokers / clients, which details their claims history.
- To manually log new claim notifications.
- To manually request payment of invoices to our Finance team.
- To assist the CPT in relation to logging payments on the Payment Log and within our in-house claims system, when required.
- To assist with on-going data cleanse.
- Ad-hoc administrative tasks, when required.

### Skills & Abilities

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- Ability to meet tight deadlines and to prioritise workload.
- Strong IT skills, including Microsoft Excel, PowerPoint and Word.
- Strong numerical skills.
- Attention to detail.
- Passionate about achieving optimal efficiencies in an operation.
- Passionate about delivering excellent assistance to all stakeholders.
- An ability to implement and demonstrate a high standard of claims procedures.

### Knowledge & Experience

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## JOB DESCRIPTION

- Knowledge of Lloyd's, FCA and PRA compliance procedures.
- Knowledge of claims systems.

### Professional Qualifications (preferred)

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- At least A Level educated.