



MARINE CLAIMS HANDLER

Date: February 2019

Office: Madrid

Job Function: Claims Handler

Employment Type: Full Time - Permanent

Job Description

This role involves handling standard cases using agreed claims processes to achieve settlement and business objectives. You will spend the majority of your time supporting the team to manage customer interactions, liaising with suppliers, replacing and supplying appropriate goods and services, escalating nonstandard or complex cases, supporting more qualified colleagues and reviewing policy wordings. You will be desk based dealing with customers and third parties on a one to one basis, although you will also work with other colleagues and be part of a team.

Desired Skills and Expertise

The candidate should have a degree in engineering or a related subject. Ideally this should be reinforced by at least 2 years of experience in a claims team. A proficient level of English language is required. Knowledge of Insurance Law and Institute Clauses (Cargo & hull). Knowledge of local and international regulations on road, marine and air transport. Experience on recoveries. Experience in dealing with WAM brokers. Ability to ensure that claims services are delivered in line with agreed customers' propositions. Capable to assimilate information from different sources and open to understand clients' needs.

If you are interested in applying to this job position, please send us your cv to:

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