

# Motor Insurance Claims Consultant

Remuneration:	market-related
Location:	George
Job level:	Junior/Mid
Type:	Permanent
Reference:	#BH-63
Company:	Badger Holdings

## Job description

Pacific International Insurance, an Australian based company with its flagship brand being PD Insurance, specialises in pet and car insurance for Australian and New Zealand customers.

We are expanding our SA Branch and looking for a *service-driven, compassionate, and proactive* candidate to join our Claims team in George!

### What's the overall purpose of this position?

Ensuring that claims are processed in an accurate and timely manner, mitigating claims costs in accordance with policy guidelines, delegated authorities' industry laws and regulations. As a customer facing role, this position embraces our Soft Landings philosophy in ensuring a high level of customer service from lodgement to claim closure.

In exchange, we will provide you with a fun and collaborative team environment, a supportive management system and the motivation to reach your full potential! ?

### The PERKS of joining our team:

- Our Claims Consultants receives an attractive and competitive monthly salary with the following add-ons: Medical aid contribution, retirement annuity contribution and night shift allowance.
- Wellness Benefits – exciting offers from our Lifestyle department to keep you fit and healthy!
- On-site coffee shop and restaurant dedicated to our employees.
- Training and development: We don't expect you to walk in and hit the ground running; all newbies attend the Badger Induction Training and an on-the-job training programme to equip you with the knowledge and tools to BE THE BEST! FYI – the training and development of our employees does not stop here.
- Complementary staff transport to the office in the mornings is available.

**Working hours:**

- Mondays to Fridays: 03h30 – 11h00 AM OR 00h00 – 07h30 AM (*2 rotational shifts*)

These working hours accommodates our clients and colleagues in Australia and New Zealand. *Providing you with more flexibility during your day!*

**Requirements****We would love to receive your application if you meet the following requirements:**

- Completed Grade 12 / National Senior Certificate.
- Excellent written and verbal communication skills in English. You will need a clear English accent and be able to understand the whacky Aussie and New Zealand accents!
- Intermediate level computer skills.
- Prior experience in a customer service orientated position.
- Strong attention to detail, organisational and administration skills.
- Willing to work “night-shift” hours (to accommodate the Australian and New Zealand operating hours of clients and colleagues).

**Other skills that would be advantageous:**

- Previous experience handling insurance claims or working in a financial services institution.
- Skills in negotiation, persuasion and investigation with customers and service providers.
- Sound interpersonal skills, building rapport with customers and service providers.
- Skilled in asking probing questions and gaining detailed information to support claims handling.

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