



## Job Description

Company Values	Delight Principles
Dedicated	To making sustainable choices and continuous improvement
Enthusiastic	Have willingness and passion for everything we do
Likeable	Being approachable, delightful, friendly and fun
Inclusive	Showing compassion, fairness and respect to all
Generous	Giving back and going the extra mile
Honourable	Working with integrity, honesty and accountability
Teamwork	Collaborating and communicating with others considerately

**Job Title:** Claims Handler

**Reporting to:** Team Leader

**Summary of Role:** Responsible for handling claims that are received by Rapid Relocate. Embed our DELIGHT culture into every aspect of your work constantly exceeding customer and client expectations.

### Key Accountabilities / Activities:

- Play a vital role in the team, assisting colleagues and the Team Leader as requested
- Co-operate and communicate with colleagues and management in a professional way, demonstrating effective teamwork and expected standards of behaviour
- Assist with all new and existing instructions for emergency and alternative accommodation
- Ensure daily activities are completed in the set timeframes as set down by Team Leader: First calls, Boards: Tonight/Arrivals/Departures
- Review and update your Weekly Board daily
- Regularly review @help inbox and team folder, colour coding and allocating/filing emails accordingly for self and team to action within SLAs
- Focused on the efficiency of the AA service: the right solution offered at the right time within SLAs. Getting it right first time
- Support with the Out of Hours Service

### General Duties:

- Improve your own performance and the customer experience through regular call coaching, attending training sessions and sharing best practice
- Ensure any EODs or complaints are escalated to Team Leader within SLAs (where applicable)
- Be fully aware and competent in all AA Solutions and department processes, asking for help and support with any development areas
- Flexibility regarding Out of Hours phone to ensure covered
- Help cover holidays and sickness wherever possible
- Achieve/exceed individual KPIs and support others to achieve theirs
- 'Shut down' your computer each night; adhere and contribute to ESG initiatives

### Health & Safety:

- To act on your responsibilities detailed in the Health & Safety at Work Act 1974.
- To be security conscious with respect to staff/property/welfare and to report suspicious circumstances to your line manager.

### Package:

£TBC per annum.



**Hours of work:**

- 40 hours over five days including a 30-minute paid daily break to cover our opening hours, inclusive of evenings & weekends.
- Office opening hours – Monday to Friday 8.30am to 7pm, Saturday 10am to 4pm.
- Plus an Out of Hours (OOH) Service for AA emergencies.

**Flexibility:**

Due to the nature of the business, a degree of flexibility is required, and you may be required to perform certain tasks not specific to your role when there is a business need to do so.

**Person Specification:**

Criteria	Essential	Desirable
<b>Educational Qualifications</b>	GCSE English & Maths	
<b>Attainments/competencies (list as required)</b>	<ul style="list-style-type: none"> <li>• Customer focused</li> <li>• Attention to detail</li> <li>• Written &amp; verbal communicator at all levels</li> <li>• Computer literate</li> <li>• Good relationship builder</li> <li>• Effective time management</li> <li>• Flexible approach</li> </ul>	<ul style="list-style-type: none"> <li>• Motivational skills</li> <li>• Sales &amp; negotiation experience</li> <li>• Good commercial awareness</li> </ul>
<b>Previous experience</b>	<ul style="list-style-type: none"> <li>• At least one years' experience in a customer service role</li> </ul>	<ul style="list-style-type: none"> <li>• One years' experience in similar role</li> </ul>
<b>Experience required</b>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative and to tight timescales when necessary</li> <li>• Possess excellent communicating skills</li> <li>• Ability to follow Company policy &amp; practices</li> </ul>	<ul style="list-style-type: none"> <li>• Experience with problem solving and customer complaints</li> <li>• Knowledge of CRM systems</li> </ul>
<b>Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)</b>	<ul style="list-style-type: none"> <li>• Enthusiastic self-starter able to work on own initiative</li> <li>• Willingness to learn</li> <li>• Well organised</li> <li>• Have a positive 'can do' attitude</li> </ul>	<ul style="list-style-type: none"> <li>• Multi-lingual</li> </ul>