

Job Description

Job Title	Claims Coordinator
Department	Claims
Location	Bathgate, travel as business needs require
Reporting to	Utility Claim Lead
Line Manager to	N/A
Key Relationships	Compliance and Survey Manager, Project Coordinator, Finance, Department Heads and Supervisors.

The information given below is intended to provide an understanding and appreciation of the workload of the job and its role within Everwarm. The job description outlines the main purposes in general terms only and is not intended to be prescriptive.

You may be required to carry out other duties in order to commensurate with the post. This will not change the character or purpose of the post but will be necessary to maintain high standards of business practice.

This job description, through Business reasons, may be altered from time to time to meet the changing needs of the Company.

Overview of role:

The main purpose of this role is to ensure all documents submitted are accurate and funding claims are submitted in a timely manner.

Main Duties and Responsibilities:

- Gathering documents and files together in preparation for submission.
- Methodically check each section of the document to ensure all details are accurate. This will vary depending on the job but as an example - customer/clients details are correct, measures selected are correct and installed, tenure matches tenure document, pictures are included if requested by the client, serial numbers are correct, proof of earnings/ID has been provided. (A full breakdown of all steps required for each job can be provided to the successful applicant).
- Update spreadsheets to track invoices/claims.
- Input into company database.
- Audit spreadsheets, database and documents to ensure accuracy.
- Liaise with internal departments and external companies to ensure accuracy of documents submitted, resolve queries.
- Deal with incoming calls and answer queries.
- Ensure the delivery of the Service Level Agreements/client specifications to ensure business is credited for works completed.
- Assisting with any other adhoc tasks as required.

Qualifications required:

No formal qualifications required.

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Skills Required:

- Experience of working in an admin role
- Previous experience of inputting/updating database.
- Ability to work as part of a team as well as autonomously
- Excellent attention to detail.
- High numerical efficiency.
- Excellent communication and interpersonal skills
- Ability to meet and exceed customer expectations
- Experience of Outlook packages (Excel, Word, Outlook)

Additional Requirements:

- Full UK Driving Licence (preferred)
- Disclosure Check
- Flexibility approach

What We Offer:

- Competitive Salary
- Employer contributed pension scheme
- Employee Assistance Programme with 24 hours telephone and online access
- 32 days annual leave (Inc. statutory bank holidays and Christmas and New Year Closure!)
- Generous sick leave
- Sureserve Group Select Car Purchase Scheme
- Sureserve Group Academy programme that acknowledges the success of our trainees and apprentice
- Sureserve Group Legends scheme, with a reward for the ultimate legend!
- Employee engagement events to bring together colleagues and families e.g. Everwarm Family Fun Day, Summer BBQ, Christmas Night out!
- Access to Flexible Benefits Scheme (including buy holidays, discount to retailers, bike to work scheme, Healthshield care plan, and many more).
- Work for PLC Company with option to join share save scheme.