



Job Title: Team Leader

Business Unit: Technical Claims (Motor)

Job Summary

To assist Claims Handlers to manage the whole process of handling motor claims from notification to settlement and effect payments as per terms and conditions.

Main Responsibilities

- Monitor claims including cost and ensure that same are being processed and settled in an efficient and timely manner as per workflow and KPI set.
- Collect accurate information and documents to proceed with claims analysis before providing a stand and/or taking decisions in respect of the validity of the claims.
- Guide Policyholders on how to proceed with a claim in line with the Insurance Policy contracted and provide regular feedback of progress.
- Appoint surveyor to assess the extent of the damage and/or provide their views any specific issues.
- Assist handlers in dealing complex cases and difficult clients.
- Planning of daily contract car from pool of cars available and outside.
- Process with payment to Insured and suppliers as per KPI.
- Give feedback to complaint coordinator following a complaint.
- Monitor the cost of claims and assess the reasonableness of the claims made as per estimate of repairs v/s circumstances of accident/claim.
- Monitor generic cases done by internal surveys done.
- Monitor the adequacy of reserves and report on loss ratio.
- Adhere to legal requirements and industry regulations.
- Comply with procedures put in place (Report to Compliance Dept).
- Report and follow-up all suspicious cases.
- Maintain confidentiality and data protection.
- Develop a work plan, on a daily/ weekly/ monthly basis, according to availability and capacity of team members.
- Facilitate communication with the team members, relaying information promptly to enhance team efficiency and spirit.
- Participate in the performance appraisal of team members and provide constructive feedback.
- Coach team members to upgrade their competencies.

- Monitor strict adherence of team members to internal rules and regulations.
- Lead and implement operating processes and tools to efficiently manage the department.
- Take necessary steps to foster a positive, healthy and safe work environment and ensure good running of equipment.

Job Requirements

- HSC or any relevant qualifications.
- CII certification would be an advantage.
- Good problem-solving abilities and a proactive approach to work.
- Strong attention to detail with ability to work in a team.
- Ability to work under pressure and tight deadlines.
- Positive attitude and result oriented.
- Fully conversant with MS Office Tools

The company reserves the right to call only the qualified candidates for the selection exercises.

Applications received after the closing date might not be considered.

The company also reserves the right not to proceed with the vacancies.