



AXA

«Claims Handler - French
Speaking»

Contact information

Contact name AXA
Contact phone 020 3206 8300
Location England, South East, Surrey, Reigate and Banstead, Redhill East

Job details

Salary by agreement
Job type Permanent

Requirements

Computer literate. (Mainly using Word and Excel)
Excellent customer service skills
Excellent communication skills
Willingness to take initiative to solve problems
Excellent organizational and time management skills
To be a team worker
The ability to get things done / deliver results to agreed customer standards
The ability to remain calm and organized during busy periods in a pressurized environment

Job responsibilities

Provide relevant and accurate information to every customer on every call
Ensure the customer expectations are met and exceeded on every call so as to successfully complete every case
Answer calls adhering to standard response times protocols etc
Accurate and timely completion of case notes/ logs / diaries for each customer
Ensure all parties relevant to the provision of effective assistance are correctly notified and updated on a regular basis
Process cases in accordance with department procedures and agreed authority levels
Deployment of cases to appropriate and approved suppliers

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