

## Claims Consultant

Fuse Recruitment • All Melbourne VIC



Base pay

\$65,000 - \$66,000



Work type

Full time



Contract type

Permanent

### Job details



Date posted

**11 May 2022**



Expired On

**10 Jul 2022**



Category

**Banking, Superannuation & Finance**



Occupation

**Settlements**



Base pay

**\$65,000 - \$66,000**



Contract type

**Permanent**



Work type

**Full time**



Job mode

**Standard business hours**



Industry

**FINANCIAL SERVICES**



Sector

**PRIVATE BUSINESS**



Work Authorisation

**WORK VISA**

### Perks

ADDITIONAL LEAVE

COFFEE & TEA

COMPANY LAPTOP

FLEXIBLE LOCATION

CLOSE TO TRAIN STATION

CLOSE TO TRAM STOP

ADDITIONAL SUPER

WORK FROM HOME

BENEFITS

POSITIVE WORK ENVIRONMENT

CAREER DEVELOPMENT

SUPERANNUATION

### Skills

CUSTOMER SERVICE

BANKING CUSTOMER SERVICE

BANKING/INSURANCE

### Full job description

Our client is a long service leave provider for the construction industry with a solid reputation and is looking for a ambitious consultants to join their quickly growing team.

**The Role:**

As a Claims Consultant you will be responsible for lodging approx 8. claims a day for clients that are eligible to claim back their long service leave, review all their information and process the payments whilst delivering excellent customer service.

**What are the benefits?**

- Energetic culture and working atmosphere
- Supportive team and management
- Opportunity for permanent position
- Generous salary package
- Above average Superannuation
- 17.5% Annual Leave loading
- Well -Developed Health & Well being program
- WFH Flexibility

**What will you be doing?**

- Manage the effective resolution of claim applications and associated activities with a relationship-based approach focusing on engaging, educating, and empathising with members.
- Work effectively to deliver on service level and quality targets at an individual level, providing a positive member experience.
- Identify, address, and resolve case related issues and complaints, escalating where appropriate, and identifying areas for continuous improvement in processes, capability and/or behaviours.
- Take responsibility and drive own personal performance and development
- Perform a range of day-to-day administrative duties

**What do you need?**

- Customer Service experience within financial services (banking, insurance, superannuation or claims)
- Experience within a fast paced or call centre environment
- Effective communication, negotiation and influencing skills
- Highly organised with that "can do" attitude
- Ability to work in a team-based atmosphere

For a confidential discussion about this opportunity, please call Amy Hatfield on 0435 727 524 or send your application to [ahatfield@fuserecruitment.com](mailto:ahatfield@fuserecruitment.com)

**At Fuse, we specialise in recruitment for the insurance industry and actively source for a broad range of established clients. If you are a broking, underwriting or claims professional looking for your next opportunity, we'd love to hear from you!**

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#SCR-amy-hatfield-1

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