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Company: Allianz Partners

Location: dubai

Category: other-general

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The role of Claims Officer involves processing medical claims for clients worldwide. We ensure a high level of client service while processing claims within an industry leading 48 hours. The Claims Department is a very fast paced and challenging environment, with many different languages used and a mixture of cultures.

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Responsibilities

Adjudicate and process Claims within the agreed company SLA – clear to zero, in accordance with policy benefits to facilitate the company achieving its loss ratio target

Use AWC's client database accurately and effectively to ensure reports generated give a true reflection of the department's workload, which consequently facilitates effective target planning

Operate within and meet the conditions of company service standards, clear to zero, to guarantee customer satisfaction and retention

Contribute to the team and departmental productivity targets so that the agreed SLA is achieved and a high level of customer service is provided.

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Requirements

Experience working in Claims Department

Fluency in English and a second language preferably

Ability to work under pressure and to meet tight deadlines and service standards

Customer focused

Strong communication (verbal & written)

Ability to work effectively within a team environment

Honesty and Integrity

Ability to work under pressure

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