

## Assistant Officer Claims Motor Department

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Company: Gulf Insurance Group - Kuwait

Location: Kuwait City

Category: business-and-financial-operations

Attends to customers' accident repair needs.

Liaises with the client to seek additional claim supporting documents / information.

Recommends appointing a surveyor wherever deemed fit and essential.

Handles scrutiny of all claim documents including survey reports.

Enter all mandatory fields and fulfill requirements in GIG approved systems.

Analyzes the information gathered along with policy terms and decides on claim estimation.

Provides repair cost estimates, follows up on vehicle repairs, and liaises with surveyors or other insurance companies.

Register the received claims on the Claims system and submit reports periodically to line manager.

Performs filing for accident reporting.

Streamlines the mitigation review, inventory inspection, evaluation, and valuation of all content claims.

Deals with any complaints in line with correct procedures and undertakes any necessary claims administration work as required.

Advise customers on jobs done, charges and collection times.

Prepare periodic and ad hoc reports as requested by management.

Document and maintain records of activities and process workflows.

Scan and upload documents into approved GIG systems.

Adhere to Gulf Insurance Group – Kuwait policies.

Perform other duties as requested by management.

### **Qualifications and Experience Required**

Primary Qualification: Bachelor degree (12th Standard + 3 years or 4 years degree) or equivalent with 2 years of relevant experience

Alternate Qualification: Diploma (12th Standard + 2 or 3 years Diploma) or equivalent and 4 years of additional experience

Good Communication and Interpersonal Skills

Well-organized with the ability to handle several tasks and to meet agreed deadlines

Ability to work under pressure

Good linguistic skills (Arabic & English) and good business writing

Good Computer Skills (Ms. Office)

Attention to detail.

Excellent customer service skills.

Knowledge of various repair procedures and costs, recovery procedure, etc.

High degree of independent, mature judgement, and initiative

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