



FOR THOSE WHO  
**DARE**

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# Claims Handler for the Claims Team in Zürich (m/f/d) – limited 8 months contract, starting 01.04.2020 – Part Time (60%)

## Job Purpose/Role

The job holder will be responsible for handling of bordereaux claims and the handling of standard and complex claims (all Lines of Business), ensuring claims are handled within authority limits, and in line with AGCS claims standards, procedures and guidelines.

## Key Responsibilities

### Claims Processing and Administration

- Bookings of bordereaux claims
- Handle claims from notification to settlement including subrogation, including all administration processes
- Input and maintain accurate claims records for designated accounts, within appropriate AGCS claims administration systems
- Manage timely production of management information reports and identify loss trends
- Proactively drive involvement of functional areas in the claims handling process (e.g. Underwriting, Market Management, ARC, Operations)
- Effectively report and present loss and claims information internally and externally

### Investigation and Reserving of Claims

- Investigate claims, including coverage determination and evaluation of loss exposures
- Support in the definition of appropriate reserving levels
- Work together with independent external service providers (e.g. Loss Adjusters)

### Referrals and Compliance

- Refer cases outside of authority level, preparing referral documentation and materials
- Support establishment of claims management procedures on new business accounts in association with clients, brokers and loss adjusters

### Market Management and Coaching

- Proactively support of Underwriting in terms of acquisition of new business and retention of existing business (including client and broker negotiations where necessary)

#### **Key Requirements/Skills/Experience**

- Bachelor in Business Administration / Corporate Insurance or other similar disciplines
- General understanding of insurance products in all Lines of Business markets and experience managing the relevant systems (e.g. Genius)
- Initial understanding of regional insurance markets and competitor landscape
- Understanding of legal and regulatory framework

#### Technical Skills:

- Understanding of relevant products, wordings, terms and conditions and coverages
- General knowledge of claims handling process from notification to settlement and recovery
- Fluent in German and English

#### General Skills:

- Clearly and effectively express ideas and messages via speech or writing
- Ability to negotiate best position for AGCS and our clients, often in contentious situations, managing conflicting priorities of various parties
- Ability to effectively absorb information from various sources, then analyze, study or examine data in detail, and draw appropriate conclusions

#### **Reference Code**

ART-CH-4004/2020-E

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