



## QuestGates Careers and Vacancies

**JOB TITLE:** Claims Concierge / Internal Claims Technician

**DIVISION:** Property Ireland

**OFFICE:** Republic of Ireland / Northern Ireland

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We are looking to recruit a Claims Concierge within our Ireland Property Team.

The role involves providing first class customer service to our customers, clients, and colleagues, ensuring that all claims are pro-actively managed to conclusion; ensuring client specific service level criteria is met. You will also act as a point of contact for client / customer queries and owning issues through to their satisfactory conclusion.

To be successful in the role you will need to demonstrate a commitment to innovation and a determination to provide a market leading service and product on behalf of QuestGates.

### **Key Skills:**

- Excellent degree of knowledge of property related claims and principles
- Excellent communication skills, both oral and written
- Good degree of IT competency and literacy
- Demonstrate personal and professional integrity and lead by example
- Ability to work and contribute positively as part of a team and in isolation
- Ability to work accurately under pressure, adhering to deadlines and service standards
- Minimum APA (ROI) / Cert CILA / Cert CII, desirable not essential

### **The role involves:**

- To demonstrate a high level of technical quality and service delivery
- To provide exceptional customer service at all times
- To participate positively and constructively as a team member, sharing knowledge and providing feedback and suggestions
- To communicate effectively and proactively with all relevant parties by the most effective and expeditious means, prioritising the use of telephone contact, ensuring that claims are proactively managed



- To work closely with the other team members and Managers to ensure service is delivered to the highest possible standard
- To promote and support the TCF principles
- To provide day to day support for our property field adjusters, ensuring adherence to contractual/Client SLA's and KPI's. To also assist in the progression of claims to a speedy conclusion
- To be accountable for the satisfactory resolution of any issues
- The proper escalation of claims or issues either outside license or as required by company procedures

**The Package:**

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- Voluntary benefits schemes
- Birthday holiday
- Share purchase scheme with interest free loans

**Hours of work:**

Standard working week is 35 hours, Monday to Friday with flexibility to work from home /office.

**Closing Date for Applications:**

Close of business on Friday 11<sup>th</sup> April 2025.

**Contact details:**

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on 00 44 7885 456254 or email [recruitment@questgates.co.uk](mailto:recruitment@questgates.co.uk) by the closing date.