

COMPLAINT/CLAIMS HANDLER - CONTRACTOR



Who we are

The Claims Guys are a well-established and highly successful claims management company with a passion for delivering an exceptional service pursuing compensation on the financial mis-selling of PPI and other financial products.

What we are looking for

We are rapidly expanding our existing PPI Claims Investigation team and need experienced Complaint/Claim Handlers to join our team.

Please note there is no cold calling involved with this role as you are following up on warm leads, talking to existing customers.

You will be based in our busy contact centre and will be undertaking a high volume of both inbound and outbound calls.

We are looking for people with:

- Recent experience in PPI
- Extensive experience in the complaints handling and investigation process – with experience working for a Lender or other claim management companies
- PPI experience, including the ability to review and investigate PPI complaints across various products including Loans, Credit/Store Cards and Mortgages with the customer
- Experience should include having worked towards targets, both productivity and quality
- Sound experience of working with the Financial Ombudsman Service and an understanding of their processes and requirements
- Excellent attention to detail and accuracy skills
- A knowledge of Plevin

Rate and Hours of work

- Contract until 31st March 2019
- £165 per day
- Rotational Shift Pattern – Flexibility Required

Location

Altrincham Town Centre – a 5 minute walk from mainline trains and the metrolink.

We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

On submitting an application for employment at The Claims Guys, we process and store your personal data for recruitment purposes only. For further information, please see full policy details on our website: <https://www.theclaimsguys.co.uk/careers/>