

Who we are

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

What we are looking for

We are looking for candidates who have previous experience of working within a targeted and busy customer service contact centre.

Responsibilities include:

- Answering a high volume of both inbound and outbound calls with existing customers, ensuring that they receive a professional service - there is NO COLD CALLING involved
- Dealing with a variety of queries from updating customers on their current claim, collecting outstanding fees and cross-selling of additional products
- Providing an excellent level of customer service
- Working towards target and KPIs

If you can demonstrate the following then we want to hear from you!

- Experience of working in a claims management company or within Financial Services
- B2C Cash Collections experience
- Ability to process a high volume of outbound calls following up on successful claims to take payment for services with a high level of accuracy and discretion
- Experience of working on case management system
- Excellent communication skills, both verbal and written
- Being able to identify and process outstanding tasks on customer accounts

Benefits

- Competitive, realistic and uncapped commission scheme
- Daily, weekly and monthly incentives
- Child care vouchers
- Comprehensive and industry leading employee training with ongoing development

Hours and Salary

- Monday to Friday 9am-5pm (Full time, 37.5 hours per week)
- £17,000 + commission OTE £29,000

Location

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

For a fast track response, please send your CV to jobs@theclaimsguys.co.uk or call our recruitment team on 0161 8222 888 for an informal chat.

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/>