



## QuestGates Careers and Vacancies

**JOB TITLE:** Major Loss Adjuster  
**DIVISION:** Property  
**LOCATION:** Ireland – Nationwide applications encouraged

---

Due to continued growth and expansion of the Major & Complex Loss team in Ireland, we are looking to recruit Major Loss adjusters nationwide.

The role would be home-based although our Dublin office is also available (subject to current Coronavirus restrictions).

You will use your technical knowledge and experience to handle a portfolio of commercial major loss claims in excess of €100,000, in compliance with prevailing client requirements and service standards.

The role involves:

- To demonstrate a high level of technical quality and service delivery
- To provide exceptional customer service to all stakeholders including Insured, Insurer & Broker
- Maintain an excellent degree of knowledge of Property related claims principles and practices
- To be able to manage a team of experts (surveyors, accountants etc) specific to each claim
- Promote and support the CPC principles
- Management of SLA compliance
- To be accountable for the satisfactory resolution of any issues
- The proper escalation of claims or issues as required by company procedures.
- To fully, accurately and properly utilise and complete IT claims management systems
- 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 be successful in the role you will need to demonstrate an eye for detail, a high level of technical, quality and service delivery, a commitment to innovation and a determination to provide a market leading service and product on behalf of QuestGates.



### The Credentials

- Proven major loss claims handling experience
- Minimum ACILA or significant progress towards
- Excellent communicator with sound negotiation and investigation skills
- Ability to work both as part of a team and under own initiative
- Ability to work accurately under pressure, adhering to strict deadlines and service standards
- High degree of IT literacy / competency
- Ability to maintain a flexible approach at all times
- Anyone with market contacts/following would be of particular interest

### The Package

Benefits include a competitive salary, car allowance, contributory pension, death in service and performance related bonus.

### Hours of work

Standard working week is 35 hours, Monday to Friday with flexibility during surge and days where service levels / targets have to be achieved.

### Closing Date for Applications

Close of business on Friday 14<sup>th</sup> May 2021

### Contact Details

If you would like further information about this vacancy or wish to apply please email [HR@questgates.ie](mailto:HR@questgates.ie) by the closing date.

Alternatively, for an informal discussion, please contact Simon Powell on +353 87 133 1323 / [simon.powell@questgates.ie](mailto:simon.powell@questgates.ie) or Glen Donaldson, Divisional Director on +447793916324 / [glen.donaldson@questgates.ie](mailto:glen.donaldson@questgates.ie).

.