



## QuestGates Careers and Vacancies

**JOB TITLE:** Concierge

**DIVISION:** Motor

**OFFICE:** Bolton

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We are looking to recruit a Claims Concierge within our Motor Division based in the Bolton Office.

The role involves giving support and assistance to the Claims Handlers, Investigators and Managers to ensure 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, escalating queries and issues arising as appropriate.

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.

### The Credentials

- Good Administrative skills essential
- Computer literacy with the ability to understand and operate bespoke internal systems quickly
- Good organisation/time management skills with experience of diary management in order to meet strict deadlines and service standards
- A commitment to high quality service
- Attention to detail and accuracy of information
- Strong communication skills with the ability to articulate clearly and concisely, both verbally and in writing
- Excellent Telephone Manner
- Good interpersonal and team working skills with the ability to work under your own initiative
- Ability to use initiative and have a positive / enthusiastic attitude



### The Package

Benefits include a competitive salary, contributory pension and death in service.

### 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 Monday 17<sup>th</sup> January 2022.

### Contact Details

If you would like further information about this vacancy or wish to apply please contact Siobhan Bullock on 07885 456254 or email [HR@questgates.co.uk](mailto:HR@questgates.co.uk) by the closing date.