



QuestGates Careers and Vacancies

JOB TITLE: Agriculture Claims Concierge
DIVISION: Agriculture
OFFICE: Any QuestGates office location on a Hybrid basis

We are looking to recruit a Claims Concierge within our Agriculture division who can be based in any of our QuestGates offices in the UK or Ireland, on a hybrid working basis.

You will use your technical knowledge and experience to assist adjusters to proactively case manage, negotiate, and settle agriculture claims, as licensed, in compliance with prevailing client requirements and service standards.

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 on behalf of QuestGates.

Key Skills:

- Proven technical claims handling experience is desirable
- Excellent communication skills, both oral and written, with sound negotiation and investigation skills
- High 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, in isolation and under own initiative
- Ability to work accurately under pressure, adhering to deadlines and service standards
- Ability to maintain a flexible approach at all times
- Minimum Cert CILA / APA or willing to progress towards

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 promote and support the TCF principles
- To ensure adherence to contractual/Client SLA's and KPI's
- To be accountable for both pre and post visit duties
- 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
- To provide day to day support for our agriculture field adjusters, ensuring that all KPIs are met and client compliance is adhered to at all times
- To investigate and settle the theft of agricultural vehicles
- Maintain an excellent degree of knowledge of agriculture related claims principles and practices
- To fully, accurately and properly utilise and complete IT claims management systems
- To build sustainable relationships with our Customers

The Package:

- Competitive salary
- Enhanced contributory pension
- Performance related bonus
- Flexible benefits
- Enhanced family leave
- Electric car scheme
- 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 2nd August 2024.

Contact Details:

If you would like further information about this vacancy or wish to apply, please contact Siobhan Bullock on 07885 456254 or email recruitment@questgates.co.uk by the closing date.