

### **Job Profile for Motor Claims Officer**

The Motor Claims officer will be responsible for effectively and efficiently managing service delivery from claims notification, documentation to settlement stage and also to Identify suspicious claims in the process of reviewing claims applications using defined triggers.

#### **Role Qualification:**

**Academic/Professional:** BSc/Degree from a reputable Tertiary Institution. Possession of any relevant postgraduate (MSc, MBA) and/or professional qualification would be an added advantage. ACII/CIIN would be an added advantage.

**Work Experience:** 0-1 year work experience.

#### **Key Responsibilities:**

- Acknowledge notification of claims once assigned
- Validation of the accuracy of documents based on approved checklist
- Registration and reserving of claims on workflow on AIMSWEB
- Adhere to the approved reserving methodology
- Acknowledging of claims within the stipulated timeline
- Reviews and updates personal claims register
- Escalate claims above the Claims Handling Authority to the team leader/unit head for support
- Identify suspicious claims and forward to Fraud & IP team identifying the triggers as well as areas of investigation to establish liability/causation and circumstances surrounding loss
- Follow up with Motor Adjustment team to ensure adjustment is executed within the required TAT facilitate prompt and equitable settlement of claim.
- Review claims adjustment carried out by the adjustment and negotiation team in line with the terms and conditions of the Policy.
- Check adequacy of reserve and review if necessary
- Develop effective justification memos to support the processing of the claims to settlement and upload them for approval.
- Effectively communicate and manage expectations of project owners, sponsors, team members, and other stakeholders in a clear and concise fashion.
- Prepare content of status reports for all improvement projects and troubleshoot problem areas/mitigate project risks

#### **Required Skills and Competencies**

- Knowledge of Insurance Industry
- Strong Communication skills
- Analytical & Organizational skills
- Customer Service
- Technology Savvy with strong Microsoft Excel Skills
- Confident
- Relationship Management
- Team player
- Strong interpersonal skill

Interested Applicants should send their CVs to **jobtalentrecruit@axamansard.com** stating the role applied for as subject of mail. e.g., **“Motor Claims Officer”**.