



Customer Services Handler

Full Time – Edenbridge Kent

Salary: Negotiable

Protek is an established structural warranty and construction insurance specialist. We are seeking someone to join the team as a Customer Services Handler to assist our Customer Services Manager and existing team in a newly created role following continued expansion into the residential and commercial latent defects market.

Protek Group underwrites on behalf of several 'A' rated insurers. We provide insurance solutions for new build and conversion developments with an emphasis on providing excellent customer service. From our operational base in Edenbridge, Kent we service a national client base of both direct and wholesale business.

Role:

You will be an integral part of the Customer Service Team, delivering high quality service to clients, brokers, internal colleagues, and other industry professionals seeking to progress the structural warranty process efficiently from instruction through the construction period to completion and beyond. You will have excellent telephone and communication skills, have great attention to detail and be very well organised. You will be a strategic thinker, focused with the ability to apply on the job training and technical knowledge to your caseload to meet the requirements of the structural warranty process.

Main Duties:

- Liaising with customers and brokers and our site-based auditing team to assist in the progression of the inspection and defect management process during the construction phase right through to completion.
- Product changes and adjustments.
- Producing insurance documentation.
- Initial reporting of claims (not claims handling)
- Complaint file preparation

Training:

Protek is committed to furthering its employees training through insurance and construction specific training, so you must be willing to work towards obtaining further qualification.

Networking:

You must be willing to attend industry trade shows on occasion (Protek attend around 8 trade shows per annum around the country)

What you will need:

Previous experience working either as a customer services assistant, administrator or an insurance account handler. This is an ideal opportunity for a confident, personable, and hardworking individual to collaborate in a great team, while becoming professionally qualified in an insurance career.

- 3 years established customer service experience in a similar or transferable role
- 5 GCSEs or equivalent with strong results (Grade B or above) in Maths and English
- Cert CII Qualification preferable or willingness to progress
- An ability to work independently to deadlines and to support other members to achieve common goals.
- Excellent written and verbal skills

- Computer literate, with strong working knowledge of Microsoft Office products including Excel
- Excellent attention to detail and an ability to produce accurate work under pressure
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Benefits:

- Structured Training Programme, including professional qualifications
- Real opportunity for progression
- 25 Days Pro-rata annual holiday plus bank holidays
- Contributory pension scheme currently 4% Employer/4% Employee
- Healthcare (Qualifying Employees)
- Life Insurance
- Group Personal Accident
- Group Life Insurance
- Group Income Protection