

ROLE PROFILE

Role Title:	Senior Claims Handler
Functional Area:	Claims
Reports to:	Claims Director BENE
Employment Type:	Permanent
Date:	May 2022
Location:	Belgium

ABOUT US

RSA has a long history in Europe as a Specialty insurer, and we are a partner with a strong reputation for protecting our customers and helping brokers build their business. Our approach combines rich heritage, financial strength, customer focus, resilience and an exceptional team of dedicated experts with deep technical know-how.

RSA Luxembourg S.A. is a subsidiary company of RSA, one of the world's leading international general insurers with over 300 years' experience in providing peace of mind to individuals and protecting small businesses and large corporations from uncertainty.

We have regulated insurance branches in Belgium, France, the Netherlands, Spain and Germany. With our team of 250 employees, we provide in-country services in technical underwriting, claims and risk management.

***RSA is committed to creating a diverse environment and proud to be an equal opportunity employer.*

MISSION

You will spend the majority of your time handling large, complex and specialist Casualty, Property and Construction and Engineering claims for multi (national) customers and will be dealing with personal injury, property and business interruption claims scenarios.

You will be setting up strategies to handle these claims, on multiple occasions working closely with a team of experts and lawyers. Quality of service to the client and brokers is key.

You will strive to handle all claims as good and as efficient as possible within policy conditions. You will also be managing the financial processing and keep all internal and external stakeholders up to date.

As Senior Claims handler at RSA you are customer focussed, commercial, a true team player and you enjoy visiting clients, brokers, even ts and claim locations. You will help and contribute towards the development of less experienced colleagues to raise standards and expertise across the team.

You will contribute to and co-operate with audits and reviews as required in order to support and enable the maintenance of an effective control environment.

The role is based in Belgium and flexibility to work from the 2 offices (Brussels and Antwerp) is required. You may be asked to travel occasionally.

This Senior Claims Handler role reports into the Claims Director BENE.

RSA has extensive training programs to help develop throughout the different stages of your career.

MAIN RESPONSIBILITIES

Responsibilities:

- Handling and strategic planning of national and international Casualty, Property and Construction and Engineering claims
- Processing and updating of claims data in the database, setting adequate reserves and administering payments
- Communication on claims in Dutch, French and English
- Working with and guiding experts and lawyers
- Negotiating to obtain an optimal claims outcome
- Informing Underwriters on claims history and possible trends
- Contributing to the sales process, giving input on renewals and joining meetings with potential new prospects
- Keeping all internal and external stakeholders fully informed
- Keeping your professional expertise up to date by attending symposia, conferences and meetings and by studying professional literature.
- Attending network and industry events: you are the calling card of the RSA Claims department

REQUIREMENTS & SKILLS

- You have a Master's degree in Law and ca 10 years of relevant working experience with a solid understanding of the claims process.
- You are ambitious and want to develop further in claims.
- You have the ability to build effective relationships, have excellent language skills: Dutch, French and English and you are an excellent communicator.
- You have good negotiation skills, not shying away from a professional discussion.
- You have a strong customer focus and sense of responsibility.
- You have strong analytical skills.
- You are a team-player and prepared to develop less experienced members of the claims team.

HOW TO APPLY?

If you are interested in applying to this job position, please send us your CV to: martagarcia.fernandez@eu.rsagroup.com

In compliance with the provisions of the General Data Protection Regulation ("GDPR") we inform you that the personal data collected in relation to the job offer of your interest will be incorporated into a file owned by RSA Luxembourg, S.A. in order to manage your application.