



Job Title: On Call Out of Hours Call Handler

Reporting To: Claims Managers & Alice Anderson

Location: Home Working

Contract: Temporary Job Share – every other weekend

Salary: £200 per weekend plus £10 per call between midnight & 6am

Hours: On Call 12noon Saturday through to 9am Monday
(with 1.5 paid weekends off) -

The role is to be on call to answer calls from our clients outside of our normal business hours. Call Handlers will not be working the entirety of the shift; only when answering a call or tasking assistance where necessary.

The out of hours role is carried out from the successful applicant's home. Candidates must have a reliable Wi-Fi connection as it will be needed to access our out of hours system. Calls are taken on company mobile phones and the system is accessed via company IPAD / Tablet.

Job Description:

- i. Will take calls from clients & record information following a mechanical or electrical breakdown of their vehicles.
- ii. Will identify whether or not the client is entitled to assistance
- iii. Will task a recovery agent to assist
- iv. Will take notifications of motor and household claims
- v. Must ensure prompt response to all telephone calls & customer needs.

Essential Criteria

- Computer Literate
- A minimum of 1 year of customer facing role or telephone experience

Training

Candidates need to be available mid-week for training for 1-2 weeks.