

**Job Title:** On Call Call Handler

**Reporting To:** Claims Managers & Alice Anderson

**Location:** RemoteHome 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 on call 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 their mobile phones and the system is accessed via company Tablet.

Job Description:

1. Will take calls from clients & record information following a mechanical or electrical breakdown of their vehicles.
2. Will identify whether or not the client is entitled to assistance
3. Will task a recovery agent to assist
4. Will take notifications of motor and household claims
5. 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 (dependent on individual needs).