



Job Title: Trainee Motor Claims Handler

Location: MIS Claims Ltd, Dundonald

Contract: Permanent (6 months' probation)

Salary: Starting Salary (based on 35 hours per week) up to £18,500 for 18–22-year-olds and £20,000 per annum for age 23 and over. PLUS, opportunity to earn monthly bonuses

Hours of work: may be discussed at interview with following options:

- 35 hours per week (Monday – Friday 9am – 5pm with 1 hour for lunch)
- 28 hours per week (4 days 9am-5pm with 1 hour for lunch)
- MIS is a 24/7/365 service provider and is willing to consider a working pattern of choice up to 35 hours provided it meets the needs of the business after a period of training.

Additionally, on a rota basis all employee's will:

- Work in the office 9am – 12pm on a Saturday (this is approximately 1 shift every 6 weeks). This is paid as overtime.
- On a rota basis, be on call from your home on our out of hours phones (weeknights 5pm – 9am the following day or weekends 12pm Saturday – 9am Monday) This is currently paid at an enhanced rate.

Closing Date: Closing Date: CV's must be received by 12.30pm on Friday 24th June. Please note the listing will be closed as soon as sufficient applicants have been received.

Any applications received after the closing date will not be considered unless we are unable to fill the position from the pool of applicants.

The Role:

The successful candidate will be trained to assist clients who are involved in a road traffic accident or motor breakdown emergency.

This is initially a trainee role, but employees are given the opportunity to develop themselves should they wish with the opportunity of study.

Full training will be delivered

Essential Criteria

- 3-5 GCSE's at Grade D or above (or equivalent) which must include English
- A minimum of 1 year's continuous customer service experience which may be in retail or hospitality (admin experience NOT essential, full training will be given). This experience needs to have been gained within the last 2 years.
- Computer literate
- A Full UK Drivers Licence

Desirable Criteria

- Relevant experience in Claims / Insurance Industry.
- Maths & English at Grade C or above

Company Benefits

- Monthly bonus (after initial period of training)
- Private Health Insurance (reviewed annually) after successful probation
- 31 holidays (including bank holidays) per annum as standard, rising to 36 days (including bank holidays).
- Workplace Pension Scheme
- Health Care Cash Plan - money back in your pocket for life's essentials e.g., dentist, doctors, physiotherapy, opticians, etc.
- Complimentary car breakdown cover
- An opportunity to take part in charity fundraisers throughout the year
- Company paid social events throughout the year
- Ideal locations with access to shops & cafes