

### Job Description Form

<b>Function:</b>	Claims Officer	<b>Staff Category:</b>	Senior Staff
<b>Div / Dept:</b>	Technical / Claims	<b>Job Grade:</b>	
<b>Name:</b>		<b>Reports to:</b>	Managers

#### Basic Job description:

Assess and offer advice on claims matters, loss analysis and regular claims review with clients, Manage and maintain good client and insurer relationships. Provide claims support to various departments

#### Specific job description:

1. Responsible for all surveys with regard to claims functions of the department ensuring these are carried out in accordance with the policies and procedures set out by the company.
2. To inspect damaged goods to assess extent of damage and estimate claim amount.
3. To identify salvage recoverable.
4. To contact dealers to ascertain whether repair is possible.
5. To fill in survey reports.
6. To perform any other related duties assigned by the department manager from time to time.
7. Maintain good rapport with customers, brokers and claimants.
8. Maintain good communication with staff of other departments in context of conducting surveys.
9. Reasonable level of judgment and decision making skills.
10. Tact and negotiation skills while dealing with dissatisfied customers in respect of claims.

#### Additional (if Applicable):

<b>Checked by (Department Manager):</b>	<b>Authorized by HR Manager:</b>
<b>Approved by (Division VP):</b>	<b>Date:</b>

Note: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.