

Claims Administrator – German speaking

This is a unique and exciting opportunity to join Freedom Health Insurance – a trusted independent private medical insurance company based in Poole, Dorset which is rapidly growing both in the UK and internationally. We are looking to strengthen and expand our presence in the private health insurance market and deliver outstanding customer support. That is why we are looking to recruit a German speaking administrator to join our team and help us achieve our goals.

About the role

The role of the Claims Administrator is to work alongside the Claims Assessors, Medical Advisor and Claims Manager giving support in administration duties.

The Claims Administrator will also be making telephone contact with providers, medical personnel, and claimants so an excellent telephone manner is essential. You will become the focal point for managing these claims. This means receiving the claim documentation – in German – and providing a clear translation of all documentation so all aspects of the claim can be fully and fairly validated before payment.

Key responsibilities

- Match up correspondence and invoices received with the appropriate claim file.
- Receive, translate German claims documents.
- Process payments through the claims system once the invoice has been authorised by the Claims Assessor.
- Set up Claims files when claim forms received.
- Liaise via telephone, letter, fax email with medical personnel to request Medical Reports and chase up non-receipt.
- Liaise with brokers to deal with claims enquires.
- Ensure that the GDPR and Data Protection Act are always upheld.
- Ensure all notes are completed and maintained on the system in a timely manner.
- Escalate any suspicions of fraudulent activity to the Claims Manager.
- Assist / deal with ad-hoc projects as required by Technical and Claims Manager.
- Promote the best image for the company through the professional appearance and behaviour and adhere to company standards and procedures.

Principle contacts

Internal

- Freedom management team (especially the Managing Director, Claims Manager and Underwriting Manager).
- The appointed third party administrators for our overseas claims.

External

- Policyholders, insured persons (including any appointed representatives) and Intermediaries.
- Medical personnel (including doctors, therapists and any other healthcare professional involved in the customer's treatment in Germany).

Education and experience

Essential education and experience

- Fully fluent in German with excellent and confident communication skills.
- Experience in office administrative work.
- Computer literate and proficient in the use of Microsoft Office.

Desirable education and experience

- Recent experience in a medical claims function within an insurance environment, service provider or health organisation.
- Working towards Cert CII or other insurance-based qualification.

Personal characteristics

This is a key role in claims team working in a friendly office environment in Poole, Dorset for a company that provides private medical insurance to a wide range of customers both in the UK and overseas. Our provision of health insurance coverage in Germany is a growing market for us and we are looking for a highly competent German speaker.

In addition, you must be prepared to 'muck in' and be an active part of the team. It is not an isolated role and you will be required to contribute to all aspects of office life to ensure we operate smoothly and efficiently and provide the high level of customer service we aim to give at all times. This means you must be:

- able to work well under pressure and in the face of short deadlines;
- flexible and approachable, adapting and responding to team objectives at short notice;
- well organised and able to prioritise a workload of varied and important tasks; and
- able to work on their own with minimal supervision as well as an integral part of the team.

What you get in return

You will join a dynamic and growing business with an inclusive and positive company culture build on family values that continue to be the backbone of everything we do. You will get:

- Salary: £20,000 and £2,500 per annum additional allowance for German fluency
- 25 days' annual leave plus bank holidays
- Employee private medical insurance
- An employee pension scheme

The normal office hours are 8am to 4.30pm. However, this role may also suit part-time hours and we would be happy to discuss this during an interview.

To apply, please send your CV to Vamsi Krishna at v.krishna@freedomhealthinsurance.co.uk